

# New Hampshire Public Mental Health Consumer Survey Report–2014

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## **Executive Summary**

The Social Science Research Center (SSRC) at Old Dominion University (ODU) conducted the New Hampshire Public Mental Health Survey from February 19, 2014 to July 19, 2014. A total of 1,515 useable surveys were collected from BBH-Eligible adult, family, and youth consumers. This document summarizes the results of the National Outcome Measures data as well as state-added questions.

For adults the following data points are noted:

- Most adult consumers (84%) feel comfortable asking questions about their treatment and medication.
- The Quality domain score remains the highest score (80%).
- Less than 50% of consumers were informed of or were familiar with Illness Management and Recovery (47%) or Supported Employment (45%).
- Less than two-thirds of consumers were informed of or were familiar with Peer-Run Respite (32%), Assertive Community Treatment (22%) or Evidenced Based Practices (21%).
- Less than two-thirds of adult consumers (61%) have been given a copy of their treatment plan or Individualized Service Plan.
- Functioning and Outcome domain scores continue to fall (60% in 2013 to 55% in 2014 for Functioning and 57% in 2013 to 55% in 2014 for Outcomes).
- Most adult consumers have not been arrested in the past 12 months (91%) or the 12 months prior to that (90%).

Families with children receiving services show the following:

- Many domain scores increased from last year including: Participation in Treatment (85% to 88%), Social Connectedness (75% to 79%), Cultural Sensitivity (84% to 88%), and General Satisfaction (71% to 75%).
- Fifty-seven percent of parents with children 14 years and older have not yet started planning with the CMHC for their child's transition to adulthood.
- There was an increase in the percentage of families reporting that their child has been expelled or suspended during the past 12 months (16% in the past 12 months compared to 10% in the 12 months prior to that).
- Less than two-thirds of families agreed with any of the survey items in the Outcomes domain. Only 59% report that they are satisfied with their family life right now.
- Only 5% of parents of children 14 and older reported that their child was arrested in the past 12 months and only 3% reported that their child was arrested in the 12 months prior to that.

For youth consumers, the following data points are noted:

- There were increases from last year to this year in the following domains: General Satisfaction (73% to 74%), Cultural Sensitivity (85% to 91%), and Functioning (59% to 61%).
- Only two-thirds of youth consumers report being given a copy of their treatment plan or Individualized Service Plan (ISP).
- Compared to last year, there were decreases in the domain scores for Outcomes (59% to 58%) and Access (76% to 70%).
- Less than two-thirds of youth consumers report that they are satisfied with their family life right now (58%), that they get along better with family members (57%) or that they are doing better in school and/or work (59%).
- The vast majority of youth report that they are currently in school (94%).

This document also includes summaries for 2012-2014 for each individual community mental health center. The data collected by the University of New Hampshire (2012) is combined with the data collected by the SSRC at ODU (2013, 2014). The data are combined to present a general picture of CMHC-level response. The combination of several years also limits what may appear to be considerable changes in the data from year to year but are perhaps simply due to expected and reasonable variations in responses from consumers due to sampling variability in the relatively small CMHC level samples. The best way to use this information is to view it as the most current snapshot of how each of the centers is doing relative to the state as a whole.

The data for each individual center is provided and compared to the data for the entire state. Responses to demographic questions are included as well as the federal domain scores. The results for each CMHC and each consumer group are varied. Please refer to the individual CMHC and consumer group section to read those results.

## **Purpose and Methodology**

The Bureau of Behavioral Health (BBH) conducts a random survey of BBH-eligible consumers involved with the public mental health system's ten Community Mental Health Centers (CMHC). Adults who are BBH-Eligible have an eligibility category of Serious Mental Illness, Serious and Persistent Mental Illness, or Low Utilizer. Children who are BBH-Eligible have an eligibility of Seriously Emotionally Disturbed. The data reported in this document reflects survey responses from BBH-Eligible consumers only. The purpose is two-fold: one, to gather input from the adults, parents of children, and youth who use, or have used the public services, and, second, to gather input that is required for New Hampshire to maintain its eligibility for funding through the Mental Health Community Services Block Grant to the States. The grant requires certain National Outcome Measures (NOMS) data to be reported, and the survey collects some of this data. Most of the survey questions are prescribed by the block grant, but states may add items that are specific to the states' individual interests.

The Social Science Research Center (SSRC) at Old Dominion University (ODU) requested information from each of the 10 Community Mental Health Centers (CMHC) to conduct the consumer surveys. An email was sent to each CMHC requesting a random sample of BBH-eligible consumers active from October 1, 2013 through December 31, 2013. The number of consumers sampled from each CMHC was based on each center's BBH-Eligible consumer population, with an over-sample of centers with smaller populations in order to improve the reliability of the center-level results. The youth population was also over-sampled in the overall design because of historic difficulties with response rates among youth, and because this was the smallest consumer sub-population. The following information was requested for each randomly selected consumer:

- CMHC Name
- Consumer First Name
- Consumer Last Name
- Parent First Name -- for youth/child surveys only
- Parent Last Name -- for youth/child surveys only
- Street Address
- City
- State
- Zip
- Phone
- Spanish-speaking consumer (yes/no)

The final contact lists for adults (n=1,959), families of children (n=1,529), and youth ages 14 to 17 (n=1,012) were compiled in Excel and individual tracking files were created for each consumer group.

The SSRC at Old Dominion University prepared a full survey packet consisting of a cover letter, information for informed consent, the survey instrument, and a business-reply, postage-paid envelope. The cover letter was prepared in English on one side and Spanish on the other, with information on how Spanish-speaking consumers could request a Spanish version of the survey via a toll-free phone number. The cover letter also informed consumers that if they completed the survey, they would be entered into a drawing for one of three \$100 gift cards. A total of nine \$100 gift cards were awarded (three per consumer group – adult, child/family, and youth). Approximately two weeks later, a postcard reminder/thank you was mailed to non-respondents. Approximately two to three weeks later, a final survey packet was mailed to non-respondents. The mail surveys were staggered such that the adult packets were mailed first, followed by child/family, and finally youth.

During the mail survey period, attempts were made to reach those consumers by telephone whose mail survey packet was returned due to incorrect/insufficient address information. After the mail survey period concluded, attempts were made to contact all non-responding consumers for whom telephone number information was available. Toward the end of the telephone survey data collection period, a message was left for non-responding consumers to inform them that the call was on behalf of New Hampshire Department of Health and Human Services and a toll-free number that could be used to return the call was provided. The data collection period began February 19, 2014 and concluded July 19, 2014.

The mail surveys were printed in a scannable format to reduce data entry time and error (please see the Appendix). The final scanned data files were merged with the completed telephone survey data for each consumer group. The table on the following page shows information on survey response rates.



<b>Consumer Group</b>	<b>Total Number of Surveys Mailed</b>	<b>Number of Usable Mail Surveys Returned</b>	<b>Number of Usable Telephone Surveys Completed</b>	<b>Total Number of Usable Surveys</b>	<b>Number of Cases with Incorrect Contact Information<sup>1</sup></b>	<b>Response Rate<sup>2</sup></b>
Adult	1,959	629 <sup>3</sup>	133	762	366	47.8%
Family	1,529	373 <sup>4</sup>	123	496	276	39.6%
Youth	1,012	214 <sup>5</sup>	43	257	171	30.6%

It is important to consider the characteristics of the consumers who responded to the survey. These are consumers who were successfully contacted either by postal mail or telephone. Survey requests most likely did not reach consumers who are currently homeless, incarcerated, or otherwise residing in an alternative setting, such as a group home. Similarly, the survey was only available in English and Spanish thus excluding consumers who speak other languages. Those consumers who were not reached and did not respond are likely different in some ways from those consumers who did respond to the survey. Non-responding consumers' experiences with their CMHC and service delivery may also be different than those reported in this document. In addition, survey results reflect the opinions and experiences of BBH-Eligible consumers only. For many of the CMHCs, BBH-Eligible consumers are the minority and most consumers are non-eligible adults and children.

The data in the statewide sections were weighted to adjust for the over-sample of some consumer populations in the initial sample design, with final weights set to match the portion of the consumer population utilizing the services of each CMHC with the portion of the sample drawn from each CMHC. Thus, the final weighted results should accurately reflect the views of the aggregate BBH-Eligible consumer population, within the appropriate margin of sampling error.

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<sup>1</sup> Includes consumers who had an incorrect address or an incorrect/out of service telephone number.

<sup>2</sup> The response rate was calculated as follows: the total number of usable surveys divided by the total number of surveys mailed minus cases with incorrect contact information. For example, the adult response rate was calculated as 762/(1959-366).

<sup>3</sup> Includes 11 surveys from Spanish-speaking consumers and 2 surveys which were returned without the unique identification label.

<sup>4</sup> Includes 5 surveys from Spanish-speaking consumers and 1 mail survey which was returned without the unique identification label.

<sup>5</sup> Includes 1 survey from a Spanish-speaking consumer and 1 survey which was returned without the unique identification label.



## Statewide Adult Survey Results

### Demographics

A total of 762 adult consumers responded to the Adult Services Survey (see Appendix 2) via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

#### *Gender:*

- ♦ 63% female (average age 48 years)
- ♦ 37% male (average age 45 years)

#### *Racial Demographics:*

- ♦ 92% White (Caucasian)
- ♦ 5% American Indian or Alaska Native

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 4% Spanish/Hispanic/Latino origin

<b>Table 1: Race</b>	<b>%* (n)</b>
White (Caucasian)	92% (679)
American Indian or Alaska Native	5% (39)
Other	6% (42)
Black (African American)	2% (18)
Asian	0.4% (3)
Native Hawaiian or Other Pacific Islander	0.3% (2)

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

<b>Table 1a: Spanish/Hispanic/Latino Origin</b>	<b>% (n)</b>
No	96% (692)
Yes	4% (27)

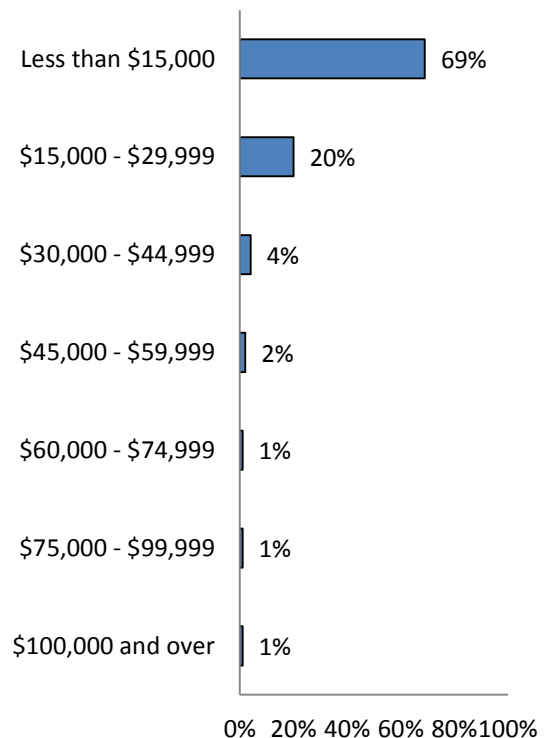
#### *Age of Adult Respondents:*

- ♦ 9% between the ages of 18-24
- ♦ 31% between the ages 25-44
- ♦ 51% between the ages 45-64
- ♦ 9% were 65 years and older

#### *Annual Household Income:*

- ♦ 69% reported less than \$15,000
- ♦ 20% reported between \$15,000-\$29,999

**Fig. 1: Annual Household Income**

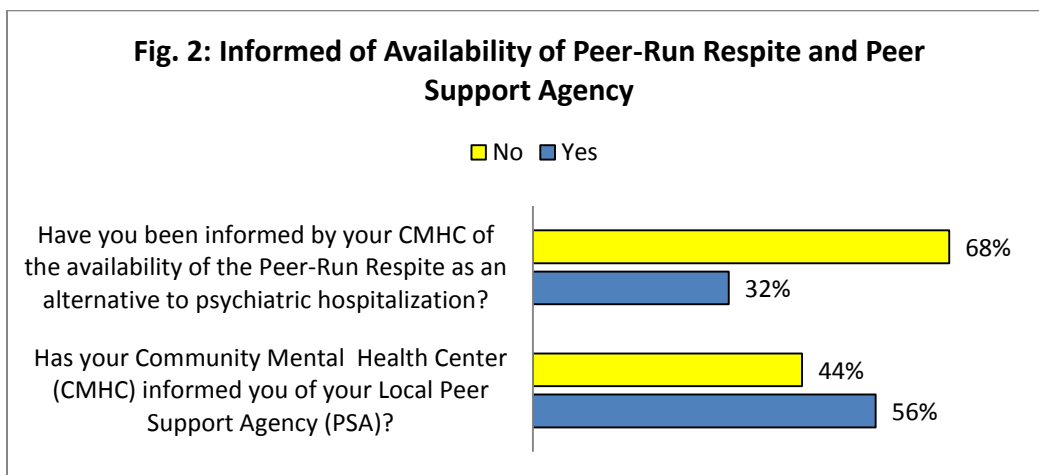


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (91%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

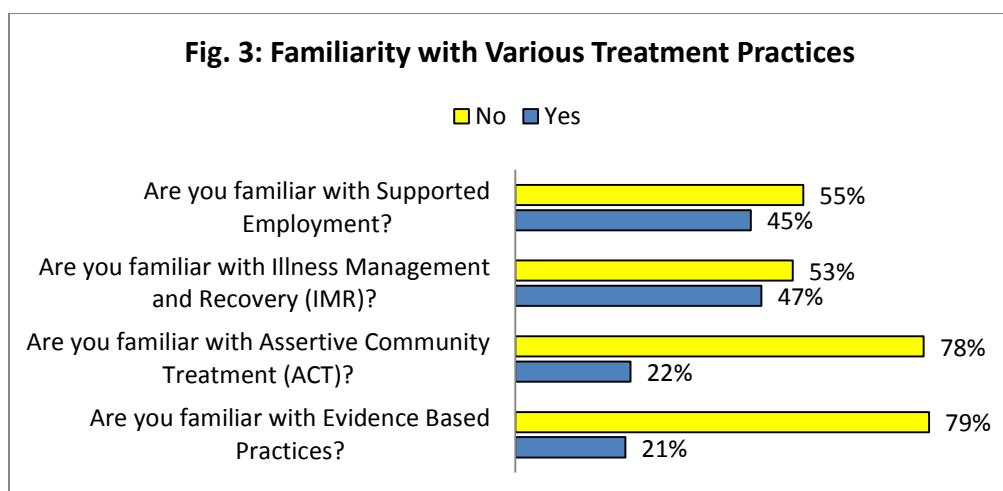
### Peer Support Programs

- ♦ 32% indicated they had been informed by their CMHC of the availability of the Peer-Run Respite as an alternative to psychiatric hospitalization.
- ♦ 56% indicated their CMHC informed them of their Local Peer Support Agency.



### Treatment Practices

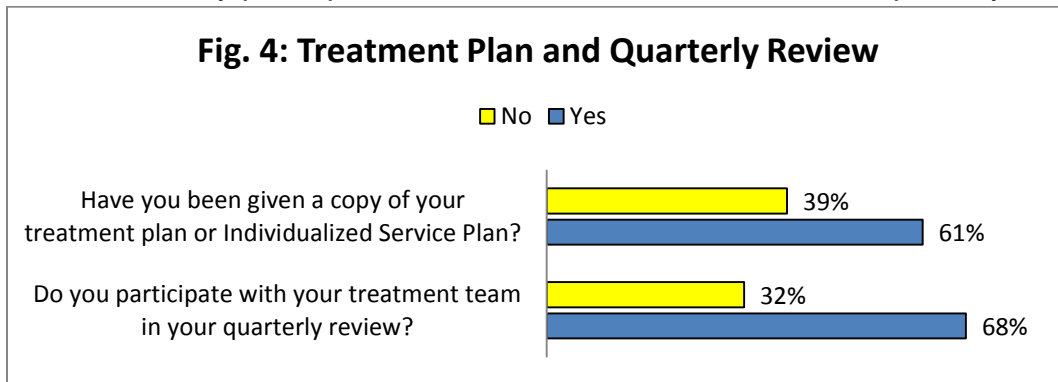
- ♦ Respondents were most familiar with Illness Management and Recovery (47%) and Supported Employment (45%).
- ♦ Respondents were less familiar with Assertive Community Treatment (22%) and Evidence Based Practices (21%).



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ♦ 61% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP).
- ♦ 68% indicated they participated with their treatment team in their quarterly review.



## Behavioral Outcomes

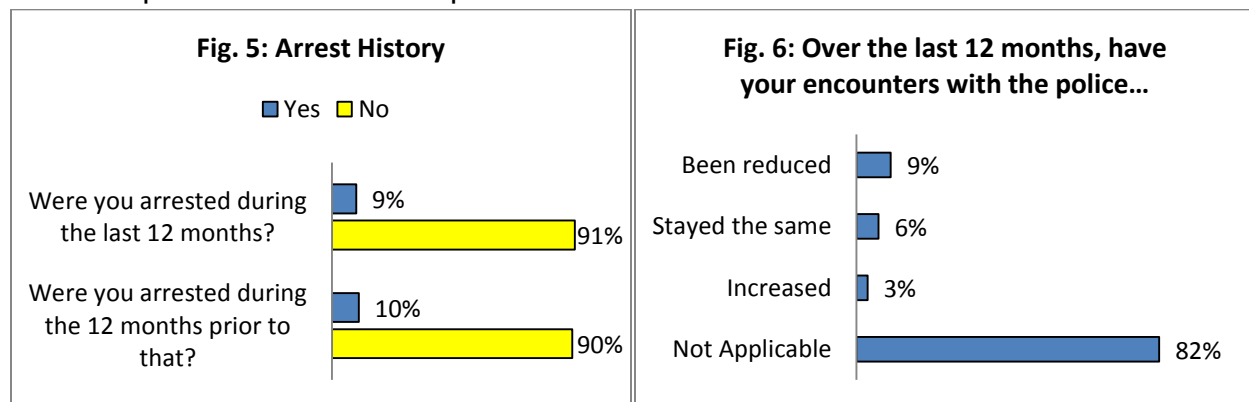
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### *Arrest History*

- ♦ 9% reported being arrested in the last 12 months.
- ♦ 10% reported being arrested in the 12 months prior to that.

### *Police Encounters*

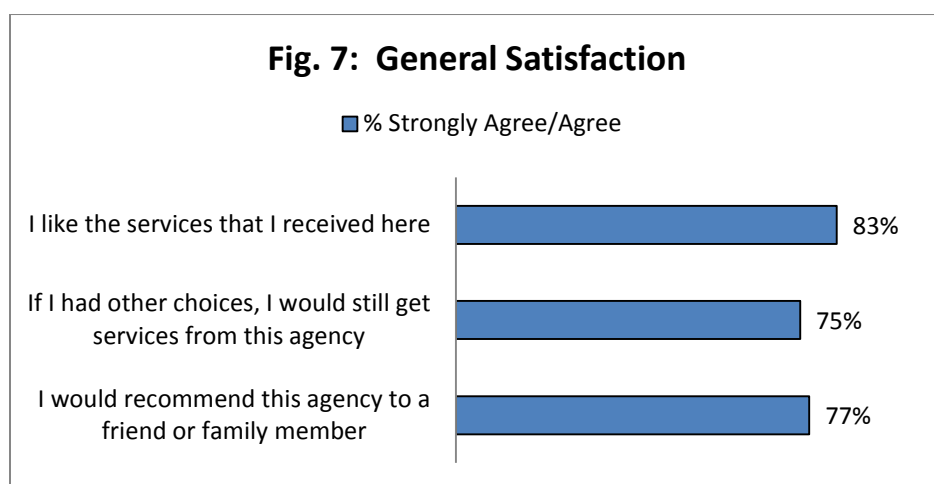
- ♦ 9% reported a reduction in police encounters.
- ♦ 6% reported their encounters with police stayed the same.
- ♦ 3% reported an increase in police encounters.



## General Satisfaction Domain Results

The majority of adults responded favorably to questions about their general satisfaction with the services they received.

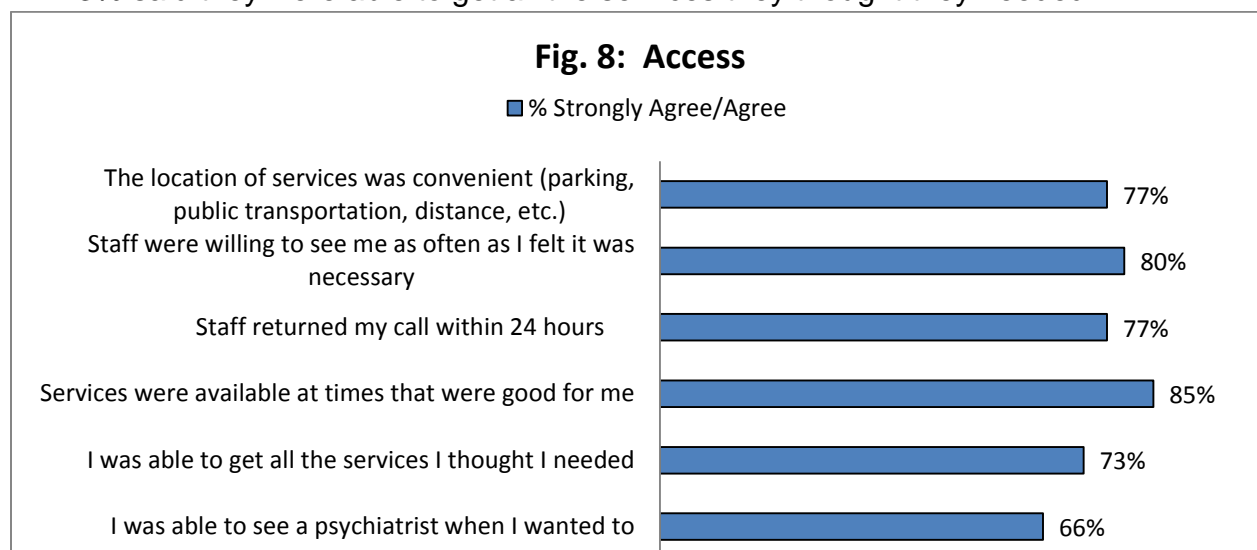
- ♦ 83% indicated they liked the services that they received.
- ♦ 75% said if they had other choices they would still get services from this agency.



## Access Domain Results

Questions asked about access to services resulted in overall positive responses from adult consumers.

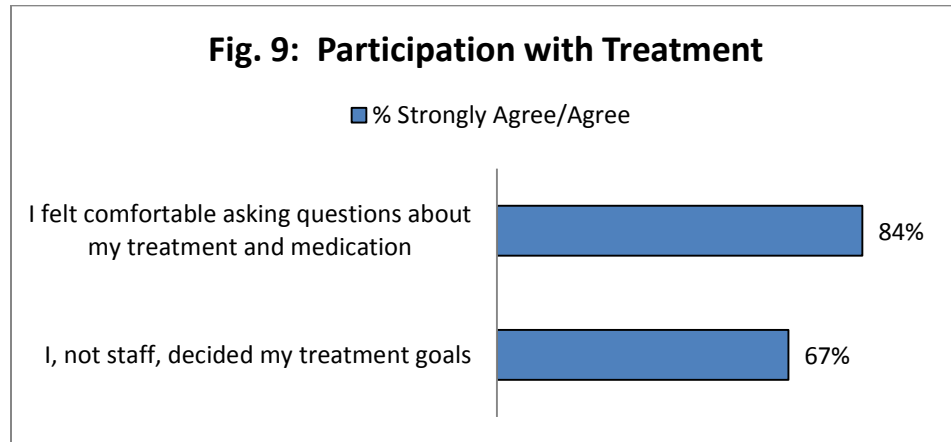
- ♦ 85% indicated services were available at times that were good for them.
- ♦ 73% said they were able to get all the services they thought they needed.



## Participation in Treatment Domain Results

Overall, the responses to questions about participation in treatment were favorable, though there was some variance between the questions.

- ♦ 84% indicated they felt comfortable asking questions about their treatment and medication.
- ♦ 67% said they, not staff, decided their treatment goals.

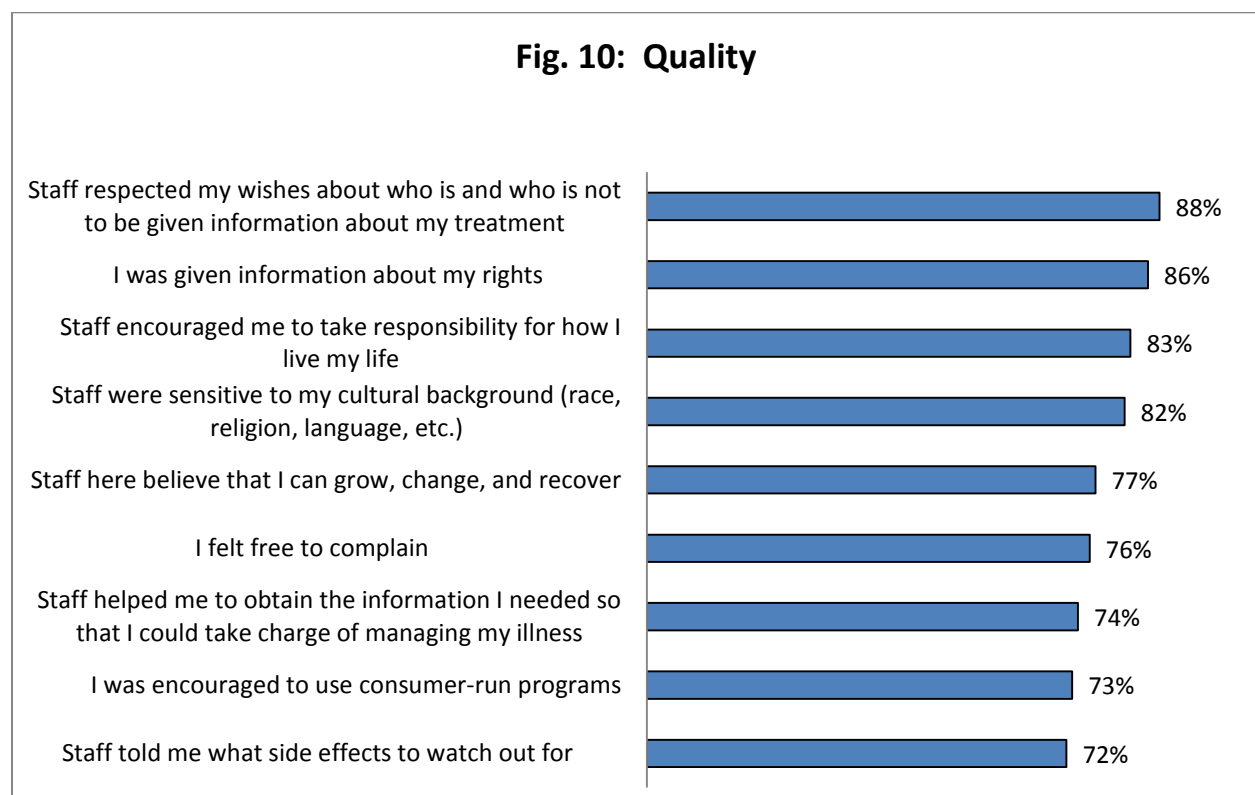


## Quality Domain Results

Respondents were asked a series of questions about the quality of services received. Overall, the majority of respondents responded favorably to these questions; however, there is considerable variation among some of the scores.

- ♦ 88% indicated staff respected their wishes about who is and who is not to be given information about their treatment.
- ♦ 86% said they were given information about their rights.
- ♦ 73% indicated they were encouraged to use consumer-run programs.
- ♦ 72% indicated staff told them what side effects to watch out for.

**Fig. 10: Quality**

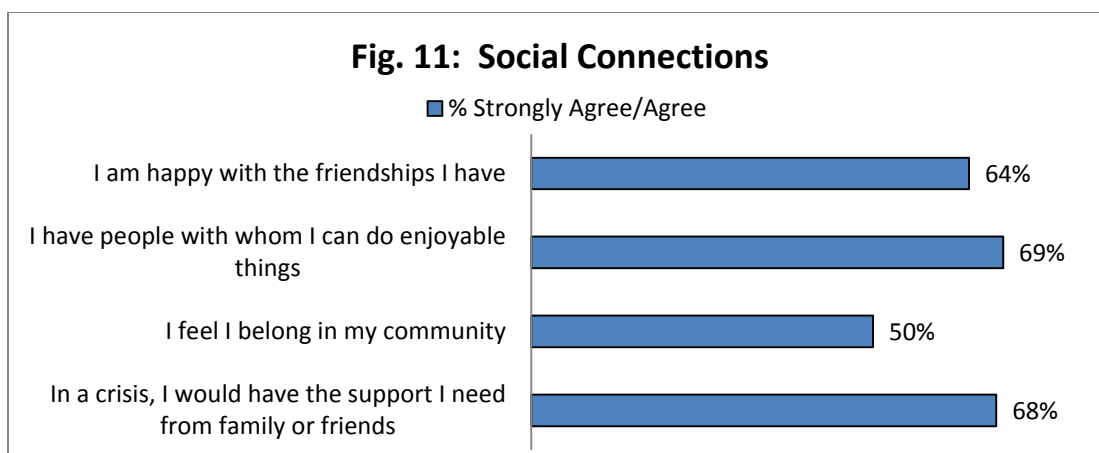




## Social Connections Domain Results

Results were not as favorable when respondents were asked questions about social connections, especially in regards to feeling they belong in their community.

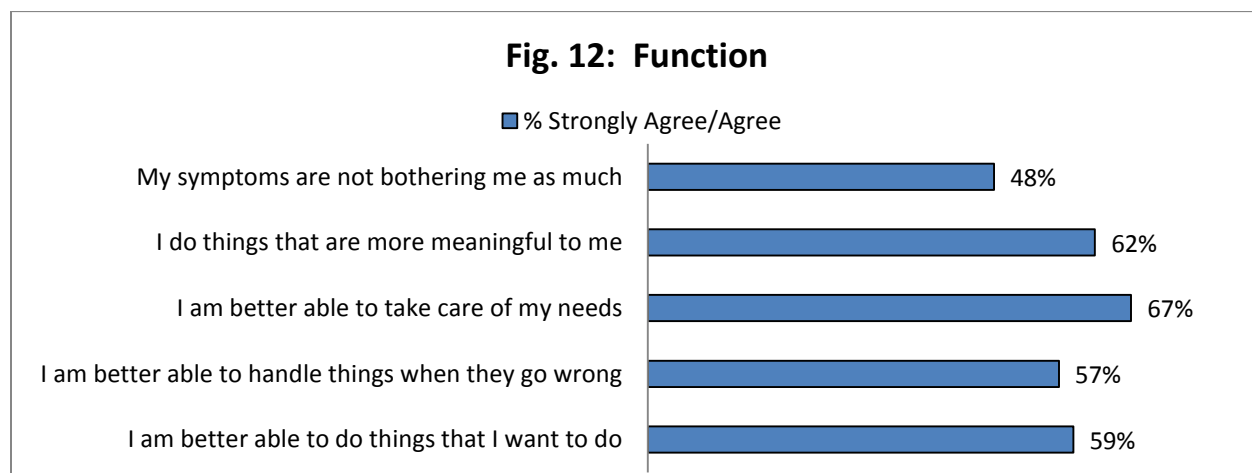
- ♦ 69% indicated they have people with whom they can do enjoyable things.
- ♦ 50% indicated they feel they belong in their community.



## Function Domain Results

Respondents were asked a series of questions about functioning as a result of services they received and results were mixed.

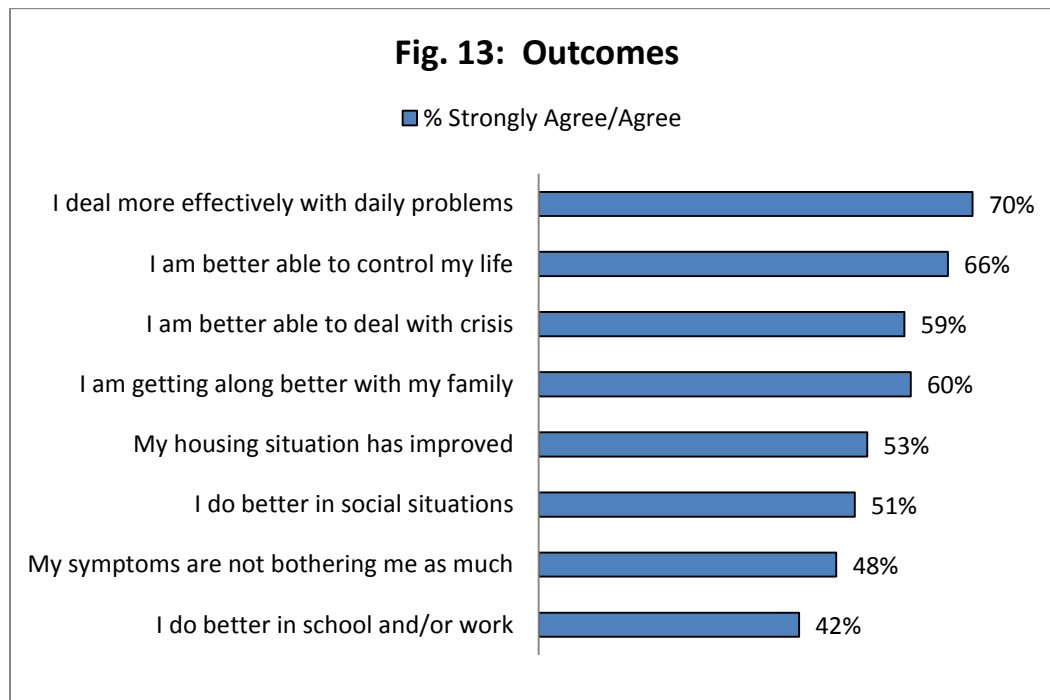
- ♦ 67% said they are better able to take care of their needs.
- ♦ 48% indicated their symptoms were not bothering them as much.



## Outcomes Domain Results

Responses to questions about the outcomes of services received also had varying results.

- ♦ 70% indicated they deal more effectively with daily problems.
- ♦ 66% said they are better able to control their life.
- ♦ 48% indicated their symptoms are not bothering them as much.
- ♦ 42% said they do better in school and/or work.



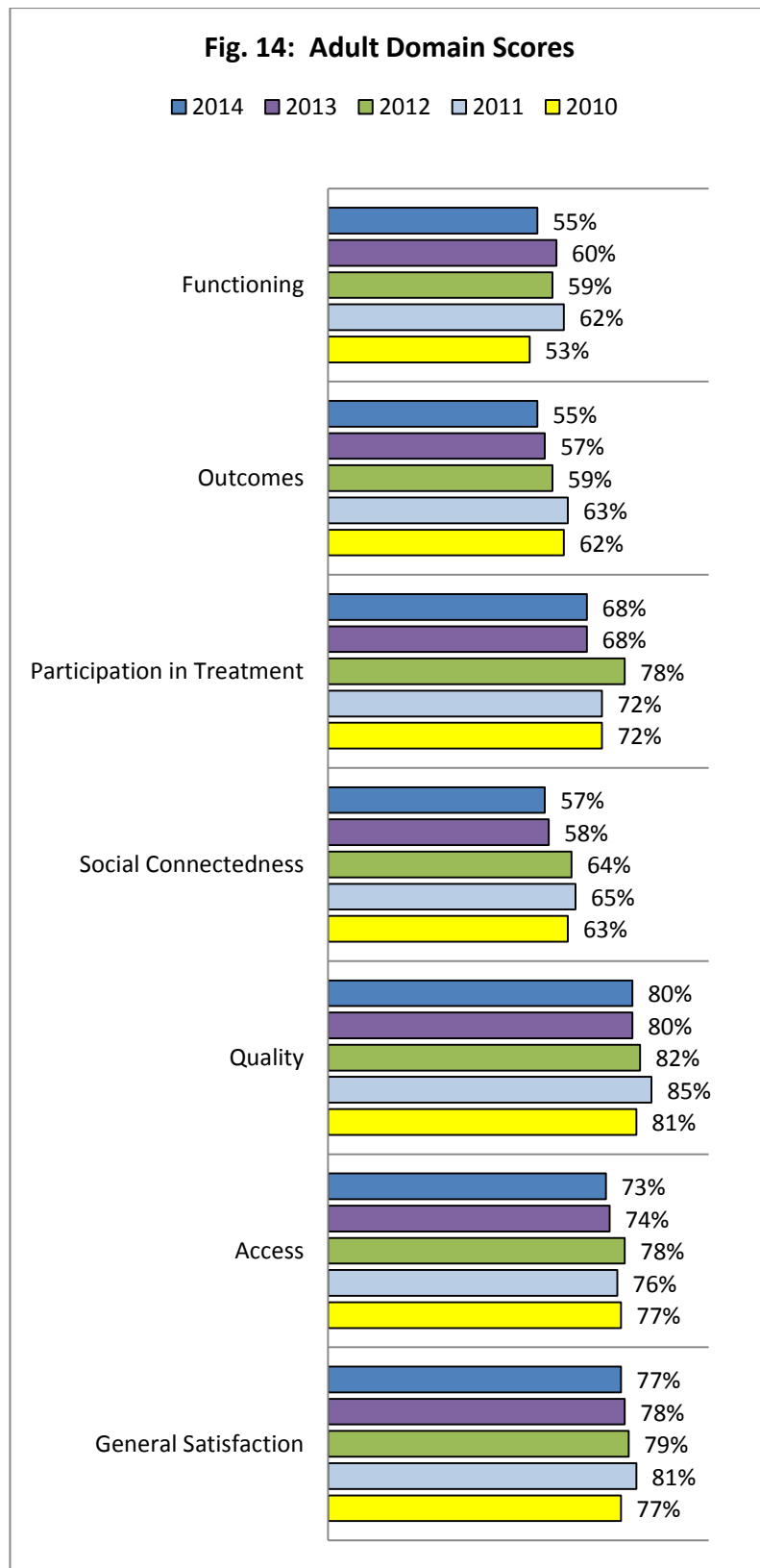
## Adult Domain Scores Across Years

General Satisfaction and Quality saw very small changes and remained fairly steady from 2013. The score for Functioning was 55%, the lowest since 2011. The Outcomes score has steadily decreased since 2011. The 2014 score is 55% and the 2013 and 2012 scores were 57% and 59%, respectively. There was no change from 2013 to 2014 in Participation in Treatment (68%). Social Connectedness remained consistent, only dropping from 58% in 2013 to 57% in 2014.

Scores for 2014 in each area include:

- ♦ Functioning: 55%
- ♦ Outcomes: 55%
- ♦ Participation in Treatment: 68%
- ♦ Social Connectedness: 57%
- ♦ Quality: 80%
- ♦ Access: 73%
- ♦ General Satisfaction: 77%

Scores for each of the past five years can be seen in Figure 14.





## Statewide Families of Children Survey Results

### Demographics

A total of 496 families responded to the Child and Youth Services Survey (see Appendix 3) via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

#### *Gender:*

- ♦ 40% female (average age 11 years)
- ♦ 60% male (average age 10 years)

#### *Racial Demographics:*

- ♦ 93% White (Caucasian)
- ♦ 5% Black (African American)

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 12% Spanish/Hispanic/Latino origin
- ♦ In 2013 only 7% reported being of Spanish/Hispanic/Latino origin

#### *Age of Child:*

- ♦ 9% between the ages of 0-5
- ♦ 58% between the ages 6-11
- ♦ 33% between the ages 12-17

#### *Annual Household Income:*

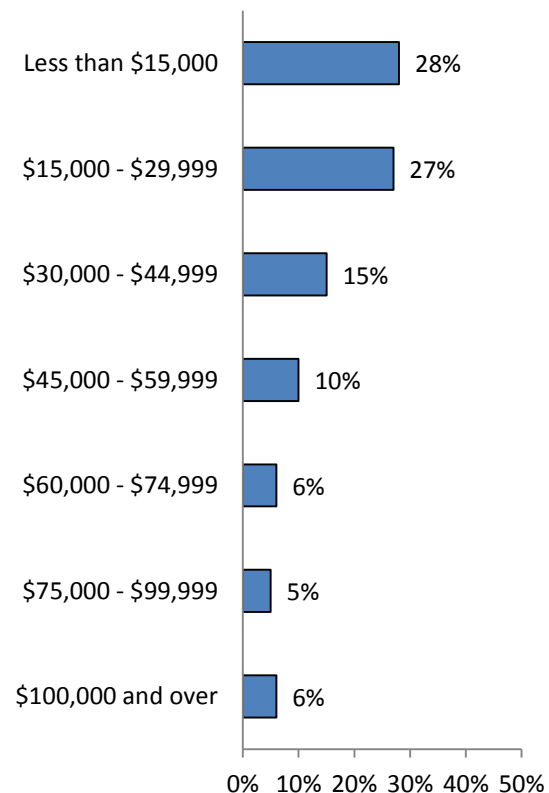
- ♦ 28% reported less than \$15,000
- ♦ 27% reported between \$15,000-\$29,999

<b>Table 2: Race</b>	<b>%* (n)</b>
White (Caucasian)	93% (450)
American Indian or Alaska Native	3% (14)
Other	6% (31)
Black (African American)	5% (23)
Asian	2% (10)
Native Hawaiian or Other Pacific Islander	1% (4)

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

<b>Table 2a: Spanish/Hispanic/Latino Origin</b>	<b>% (n)</b>
No	88% (430)
Yes	12% (56)

**Fig. 15: Annual Household Income**

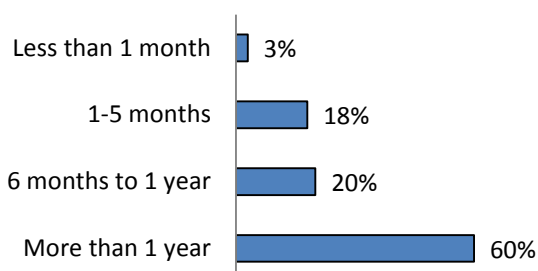


## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

- ♦ 60% indicated their child received services for more than one year.
- ♦ 20% reported receiving services between 6 months and one year.
- ♦ 57% of respondents with children 14 and over indicated they had not yet started planning for their child's transition to adulthood.

**Fig. 16: Length of Service Provision from CMHC**



**Fig. 17: If your child is 14 years or older, have your family and CHMC staff started planning for your child's transition to adulthood?**

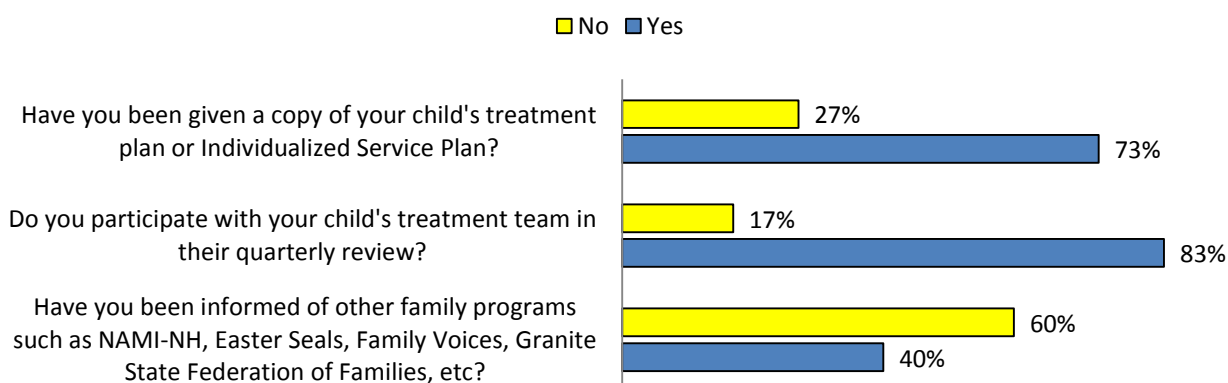


## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ♦ 73% were given a copy of their child's treatment plan or Individualized Service Plan.
- ♦ 83% participate with their child's treatment team in their quarterly review.
- ♦ 40% have been informed of other family programs.

**Fig. 18: Participation with Treatment**



## Behavioral Outcomes

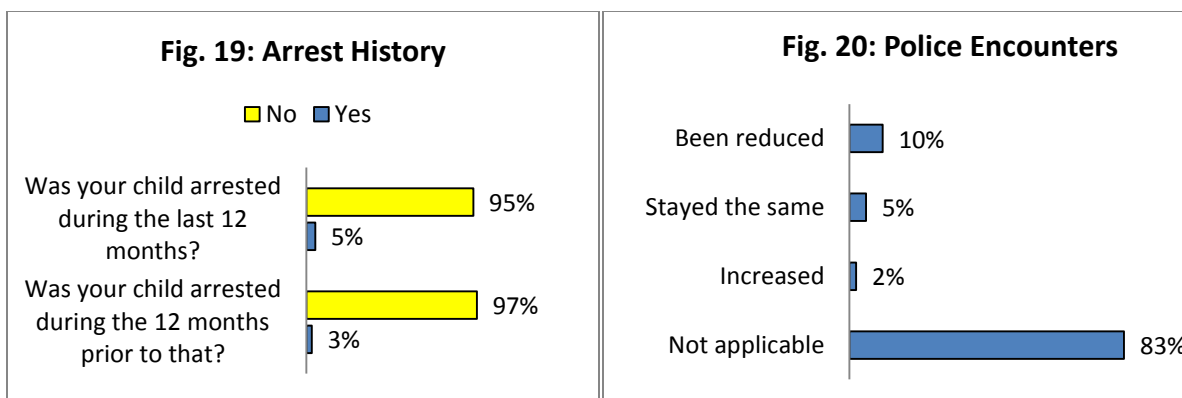
In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

### *Arrest History*

- ♦ 5% reported that their child was arrested in the past 12 months.
- ♦ 3% reported that their child was arrested in the 12 months prior to that.

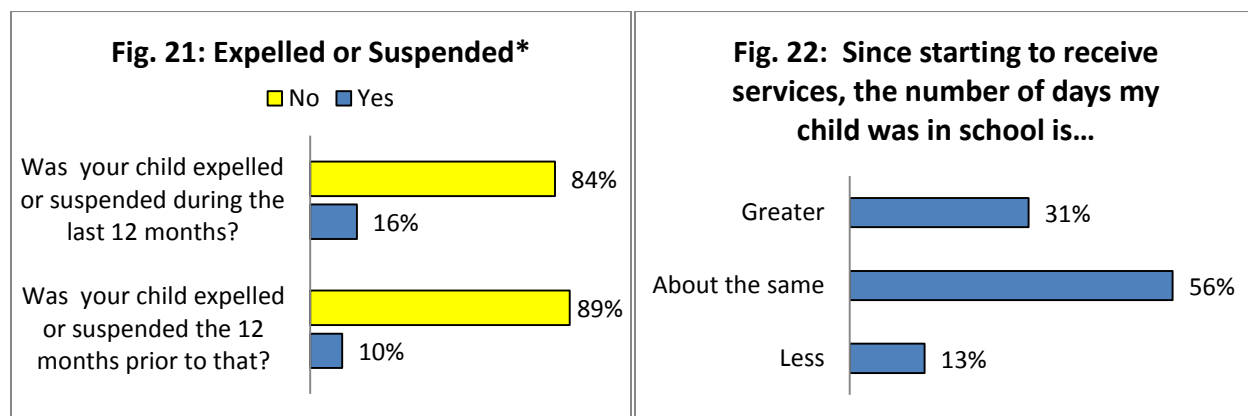
### *Police Encounters*

- ♦ 10% reported a reduction in police encounters.
- ♦ 5% reported their child's encounters with police stayed the same.
- ♦ 2% reported an increase in police encounters.



### *School Attendance*

- ♦ 16% said their child was expelled or suspended during the last 12 months.
- ♦ 10% reported their child was expelled or suspended the 12 months prior to that.
- ♦ 87% said the number of days they were in school were the same (56%) or greater (31%) since starting to receive services.

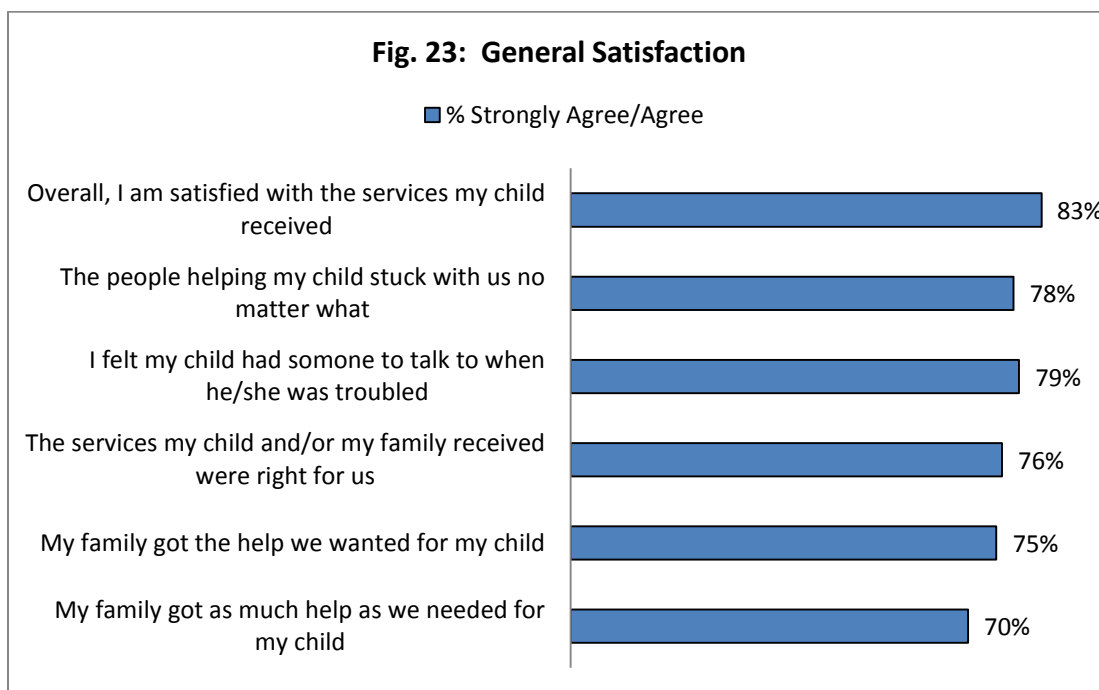


\*Data only reflects results from respondents 6 years and older.

## General Satisfaction Domain Results

A series of questions were asked of parents in order to estimate the level of general satisfaction with the services provided.

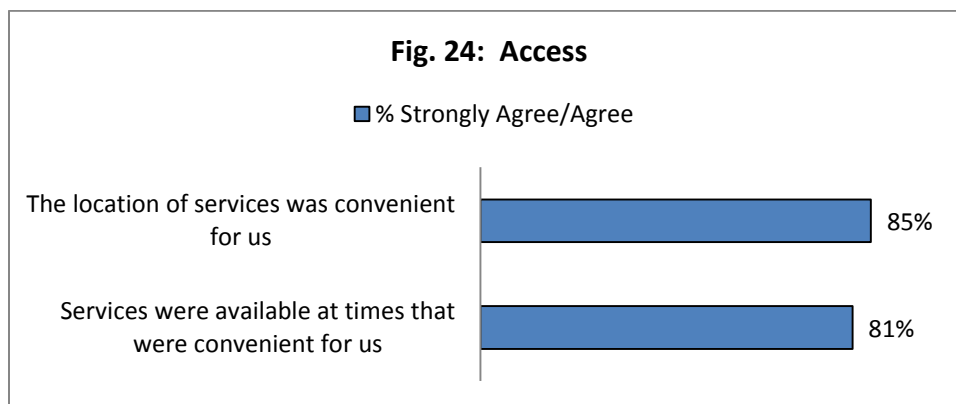
- ♦ 83% indicated they were satisfied with the services their child received.
- ♦ 79% felt their child had someone to talk to when he/she was troubled.
- ♦ 70% reported their family got as much help as they needed for their child.



## Access Domain Results

Questions about access to services resulted in overall positive responses from parents.

- ♦ 85% said the location of the services were convenient for them.
- ♦ 81% indicated services were available at convenient times.

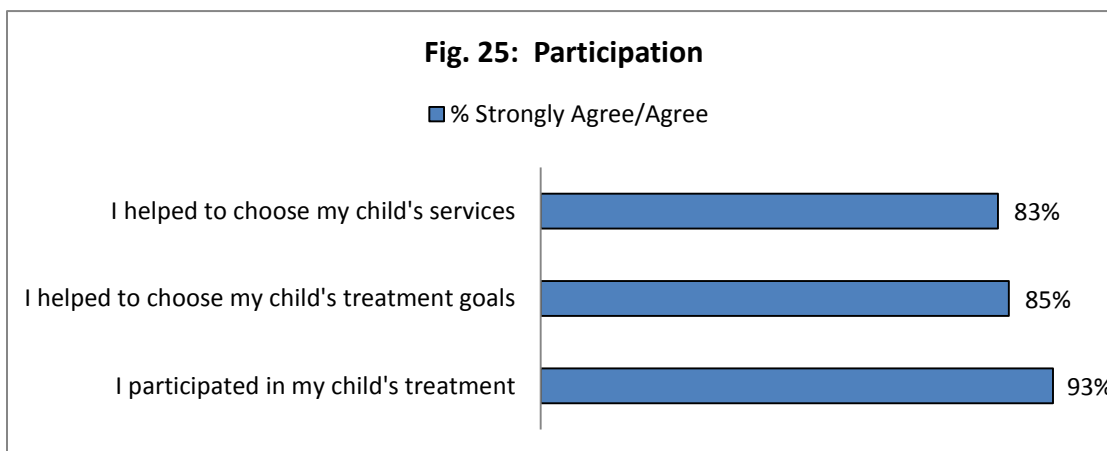




## Participation in Treatment Domain Results

Overall, the responses to questions about participation in treatment were favorable.

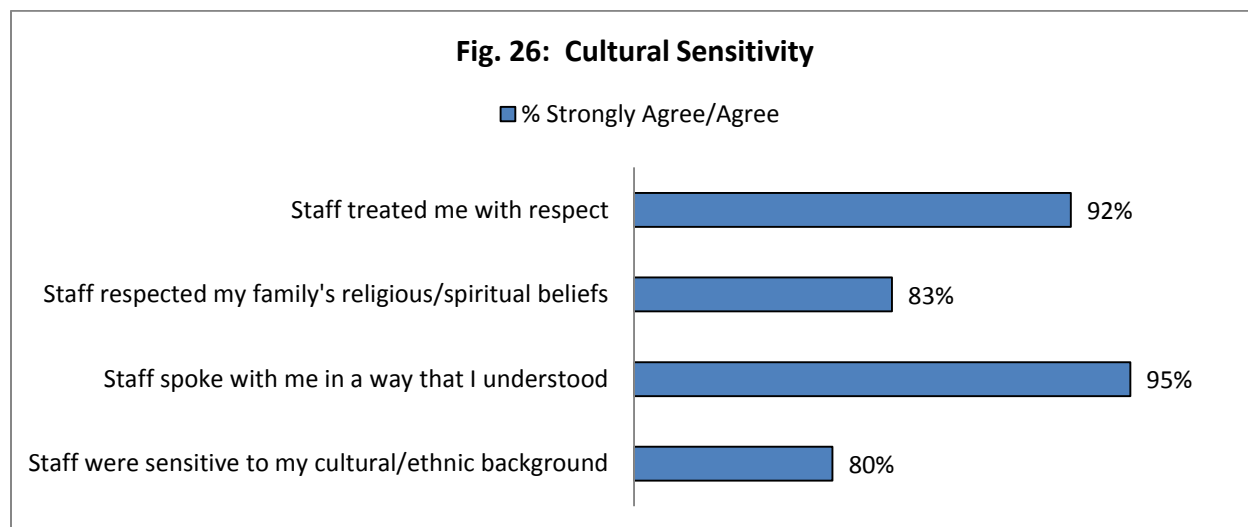
- ♦ 93% participated in their child's treatment.
- ♦ 83% said they helped choose their child's services.



## Cultural Sensitivity Domain Results

Respondents were asked a series of questions related to the staff's cultural sensitivity. Overall, the majority of respondents responded favorably to these questions; however, some scores were considerably higher than others.

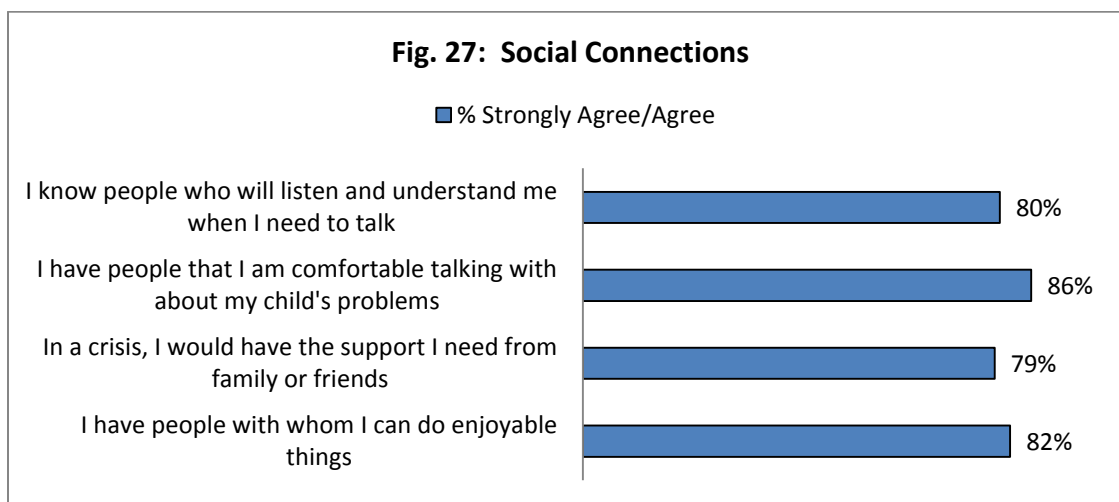
- ♦ 95% said staff spoke to them in a way they understood.
- ♦ 80% indicated staff was sensitive to their cultural/ethnic background.



## Social Connections Domain Results

Respondents were asked questions about social connections, especially in regards to having the support needed from family or friends.

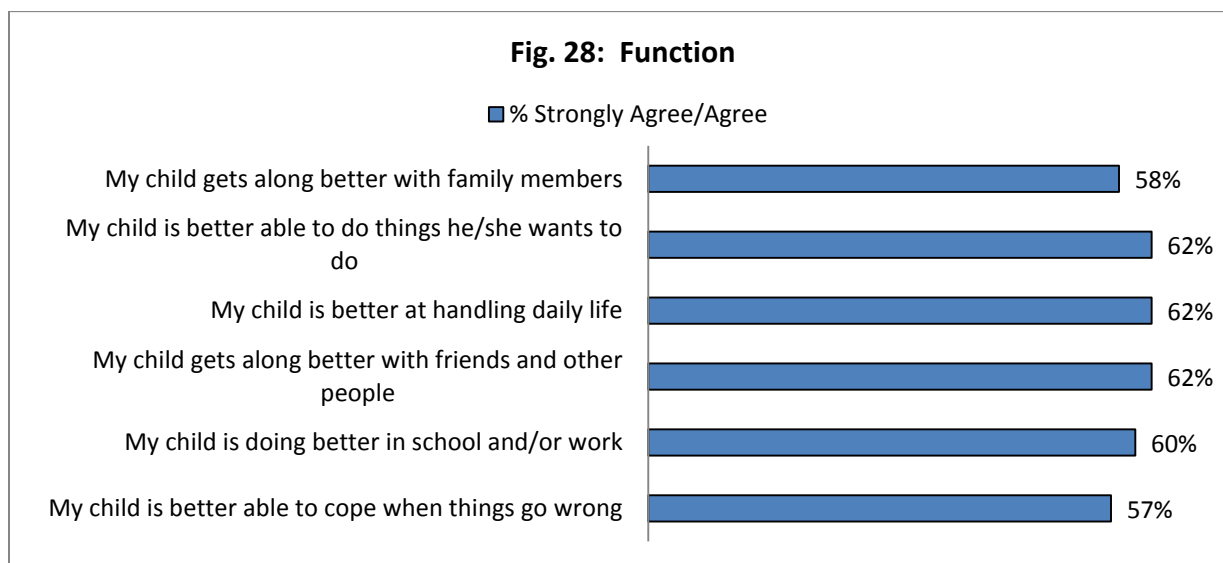
- ♦ 82% said they have people with whom they can do enjoyable things.
- ♦ 79% indicated in a crisis they would have the support they need from family or friends.



## Function Domain Results

Results were not quite as favorable when respondents were asked a series of questions about functioning as a result of services received.

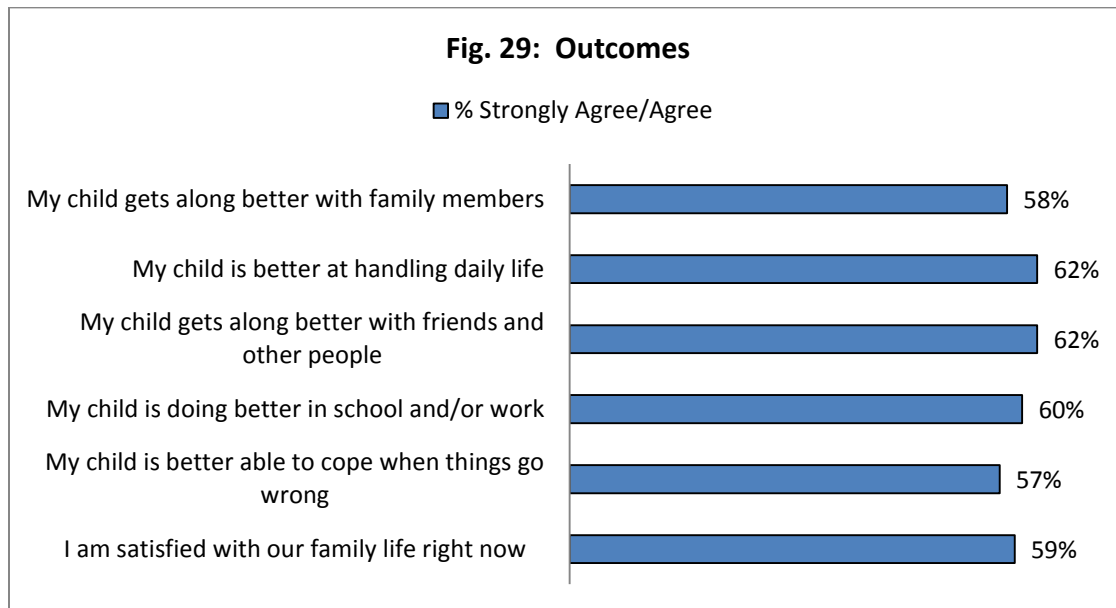
- ♦ 62% said their child is better at handling daily life.
- ♦ 57% indicated their child is better able to cope when things go wrong.



## Outcomes Domain Results

Responses to questions about the outcomes of services were similar to functioning.

- ♦ 62% reported their child gets along better with friends and others.
- ♦ 59% said they were satisfied with their family life right now.
- ♦ 57% indicated their child is better able to cope when things go wrong.



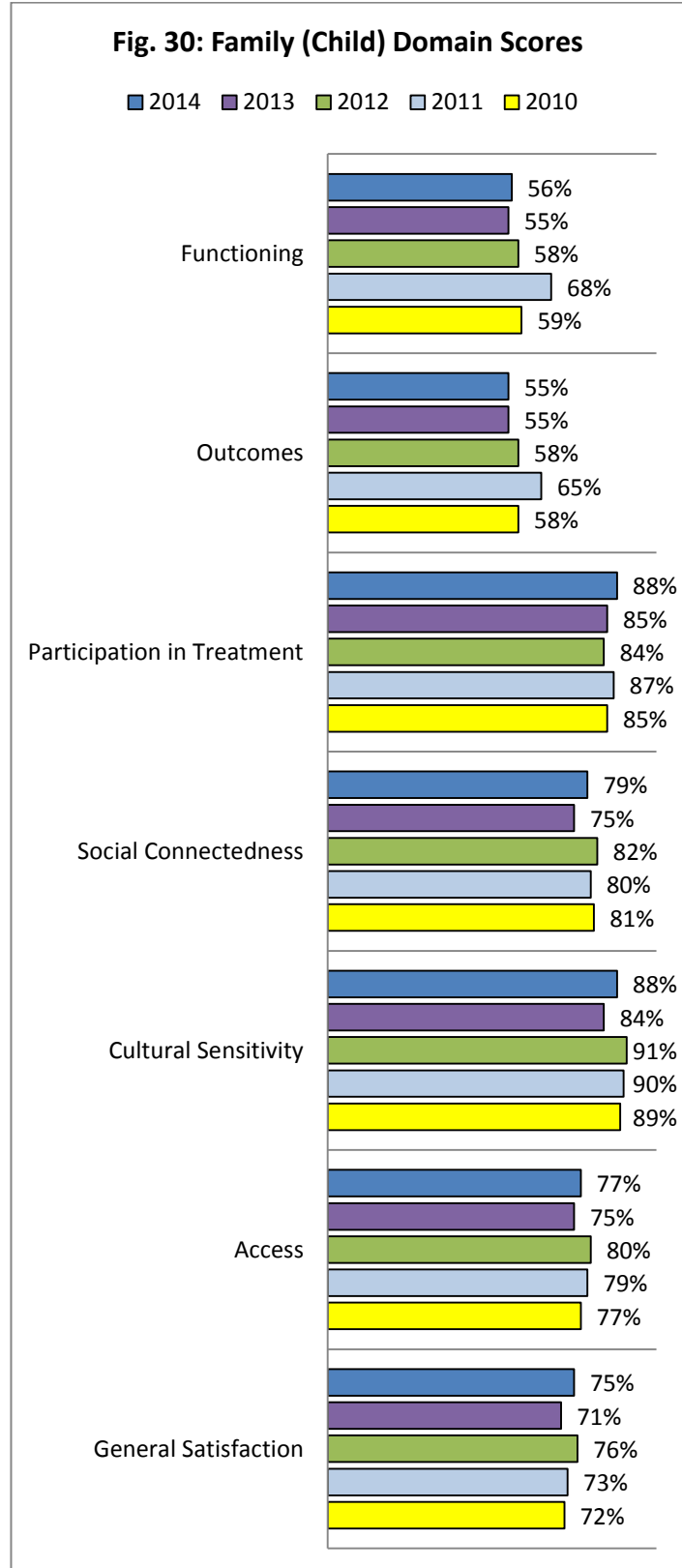
## Family (Child) Domain Scores Across Years

While the score for Functioning was low (56%), this is consistent with scores for Functioning over the past several years. The same can be said for Outcomes, where the 2014 score is 55% and the 2013 and 2012 scores were 55% and 58%, respectively. There were small increases from 2013 to 2014 in Access and General Satisfaction (from 75% to 77% and 71% to 75%, respectively). Social Connectedness increased from 75% in 2013 to 79% in 2014.

Scores for 2014 in each area include:

- ♦ Functioning: 56%
- ♦ Outcomes: 55%
- ♦ Participation in Treatment: 88%
- ♦ Social Connectedness: 79%
- ♦ Cultural Sensitivity: 88%
- ♦ Access: 77%
- ♦ General Satisfaction: 75%

Scores for each of the past five years can be seen in Figure 30.



## Statewide Youth Survey Results

### Demographics

There were a total of 257 respondents for the Youth Services Survey (see Appendix 4) via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and other questions, which are similar to the adult and child federal domain reporting.

#### *Gender:*

- ♦ 60% female (average age 16 years)
- ♦ 40% male (average age 16 years)

#### *Racial Demographics:*

- ♦ 92% White (Caucasian)
- ♦ 5% American Indian or Alaskan Native

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 9% Spanish/Hispanic/Latino origin

#### *Age of Youth Respondents:*

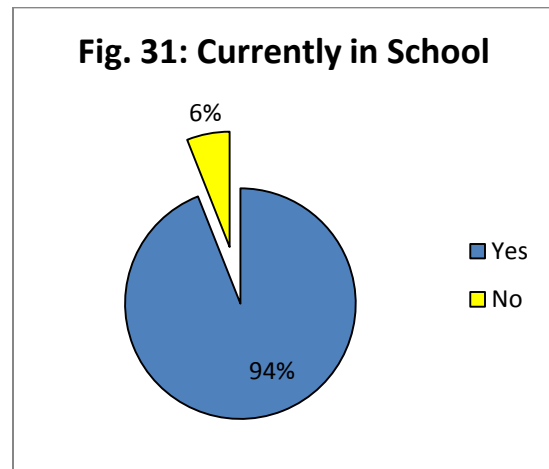
- ♦ 14 years = 22%
- ♦ 15 years = 34%
- ♦ 16 years = 25%
- ♦ 17 years = 19%
- ♦ Average age = 15.9 years

#### *Currently in School:*

- ♦ 94% currently in school
- ♦ 6% not currently in school

<b>Table 3: Race</b>	<b>%* (n)</b>
White (Caucasian)	92% (232)
American Indian or Alaska Native	5% (13)
Other	5% (14)
Black (African American)	3% (6)
Asian	0% (0)
Native Hawaiian or Other Pacific Islander	1% (2)

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

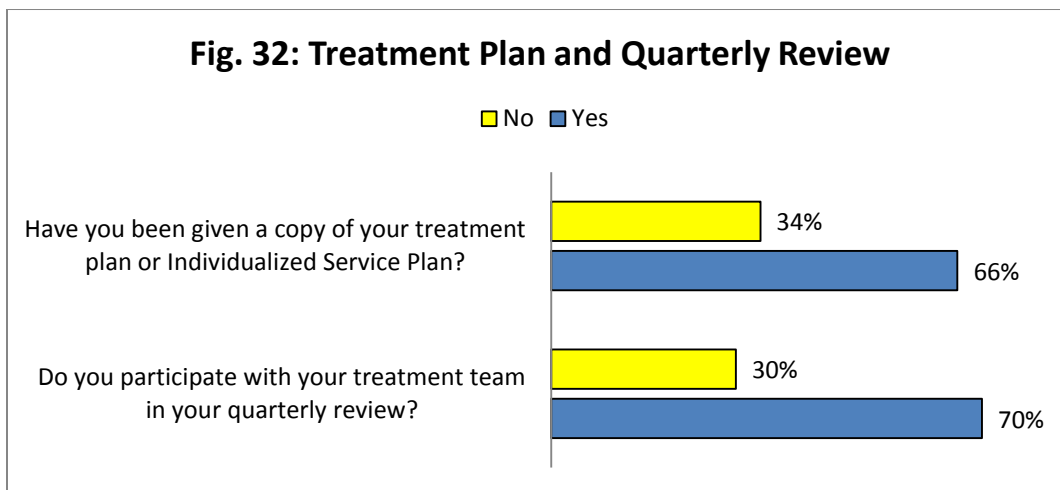


<b>Table 3a: Spanish/Hispanic/Latino Origin</b>	<b>% (n)</b>
No	91% (233)
Yes	9% (22)

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

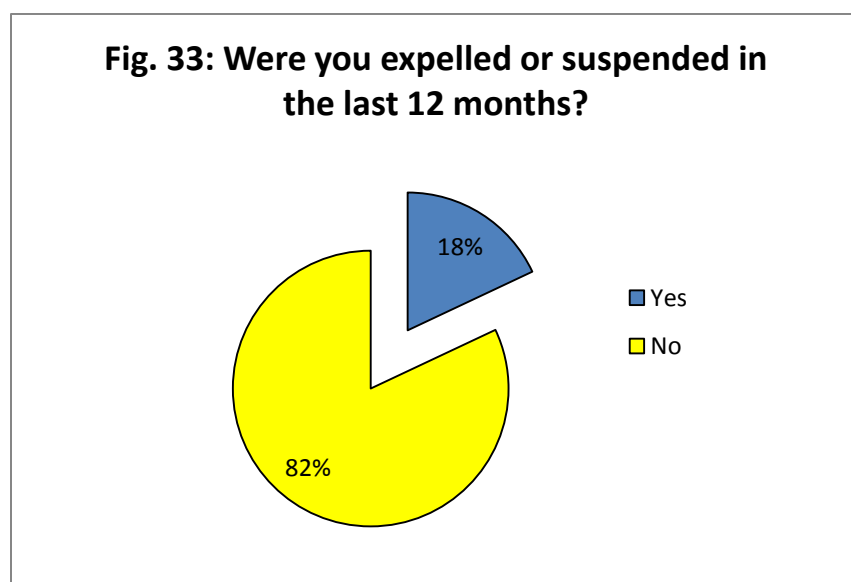
- ♦ 70% indicated they participated with their treatment team in their quarterly review.
- ♦ 66% said they were given a copy of their Individualized Service Plan (ISP).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

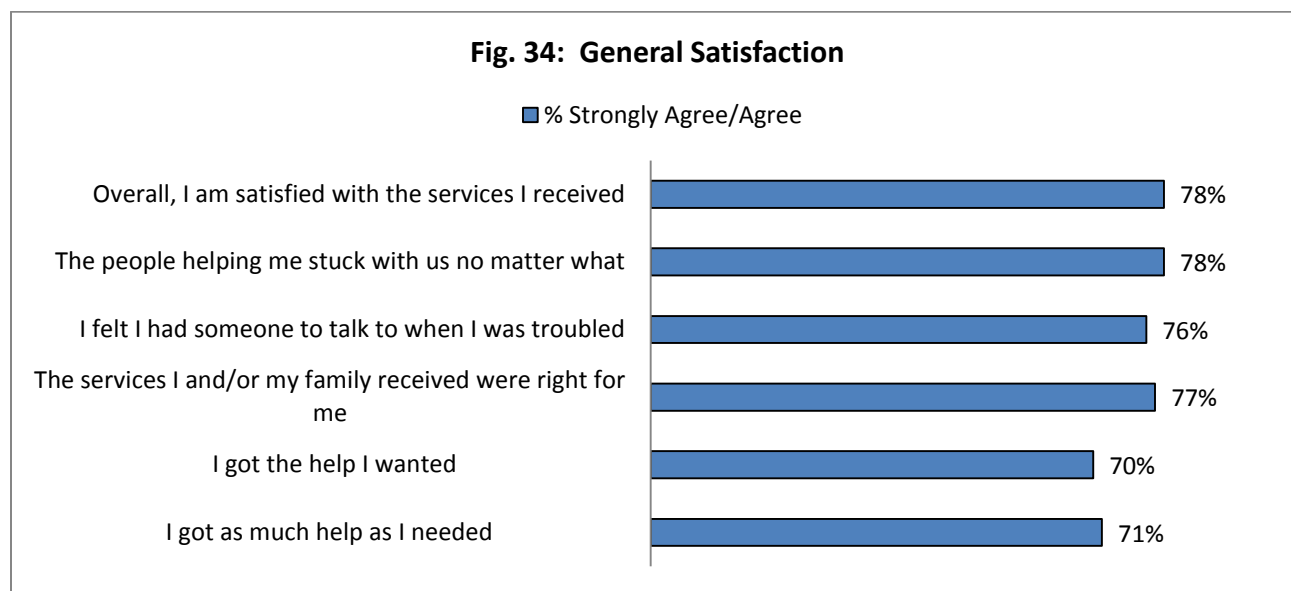
- ♦ 18% indicated they were expelled or suspended in the last 12 months.



## General Satisfaction Domain Results

A series of questions were asked of youth in order to estimate the level of general satisfaction with the services provided.

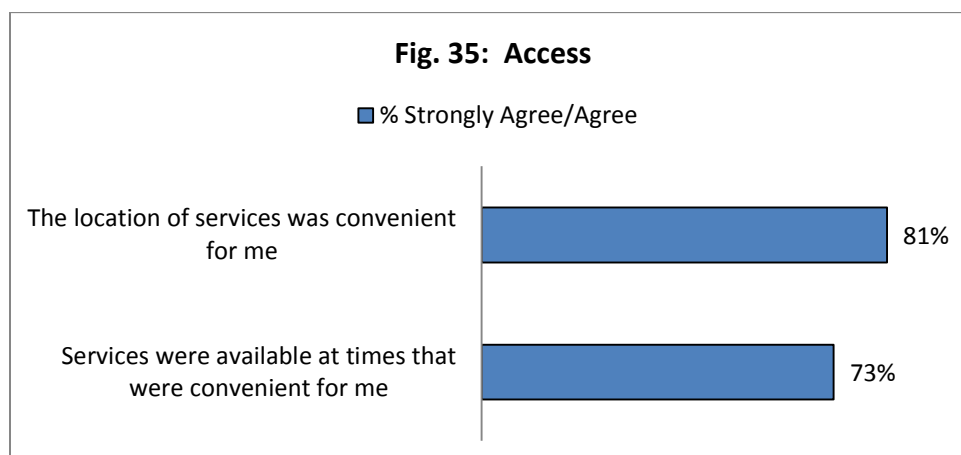
- ♦ 78% said the people helping them stuck with them no matter what.
- ♦ 78% were satisfied with the services they received overall.
- ♦ 71% indicated they got as much help as they needed.



## Access Domain Results

Questions asked about access to services resulted in generally positive responses from youth consumers.

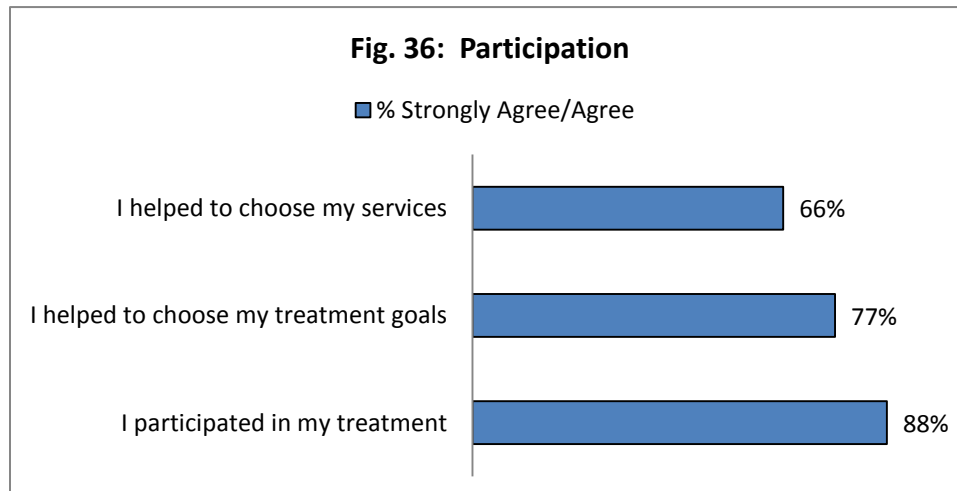
- ♦ 81% said the location of the services was convenient for them.
- ♦ 73% indicated that services were available at times that were convenient for them.



## Participation in Treatment Domain Results

Overall, the responses to questions about participation in treatment varied.

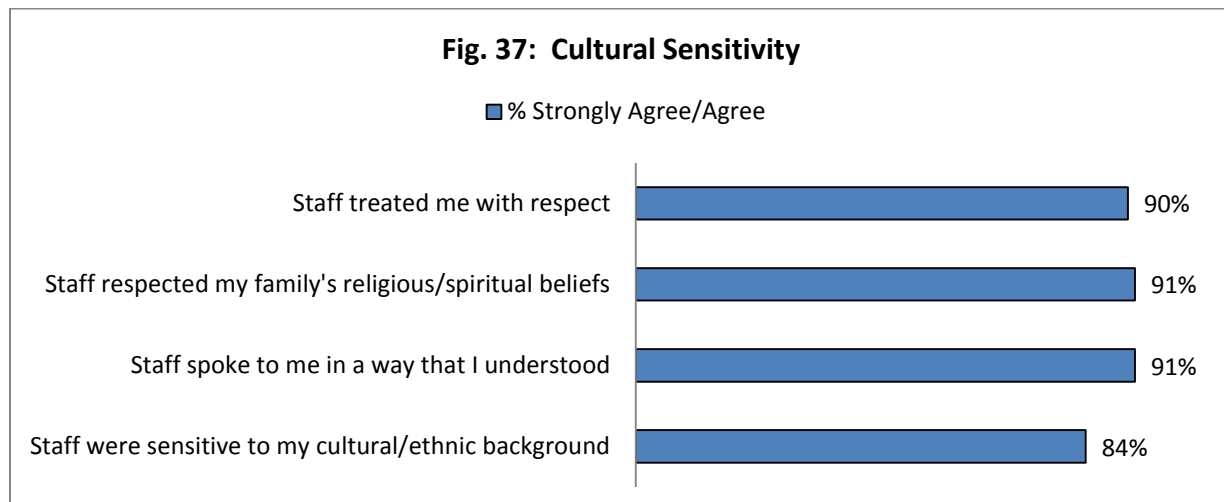
- ♦ 88% indicated they participated in their treatment.
- ♦ 66% said they helped choose their services.



## Cultural Sensitivity Domain Results

Respondents were asked a series of questions related to staff cultural sensitivity. Overall, the majority of respondents responded favorably to these questions.

- ♦ 91% said staff spoke to them in a way they understood.
- ♦ 84% felt staff was sensitive to their cultural/ethnic background.

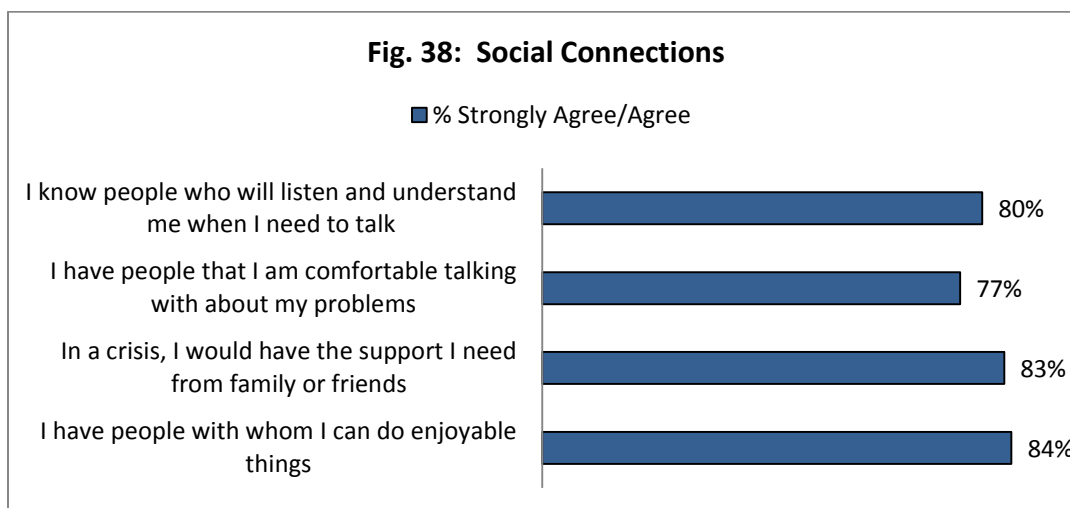




## Social Connections Domain Results

Respondents were asked a series of questions about their social connections. Results were overall favorable.

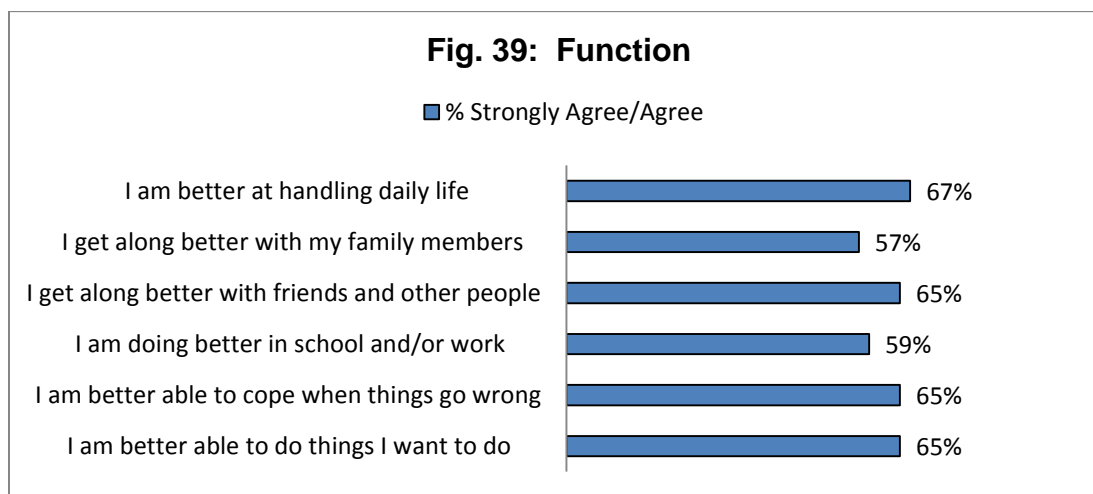
- ♦ 84% said they have people with whom they can do enjoyable things.
- ♦ 77% indicated they have people they are comfortable talking with about their problems.



## Function Domain Results

Respondents were asked a series of questions about functioning as a result of services received. Responses were generally less positive than in other domains.

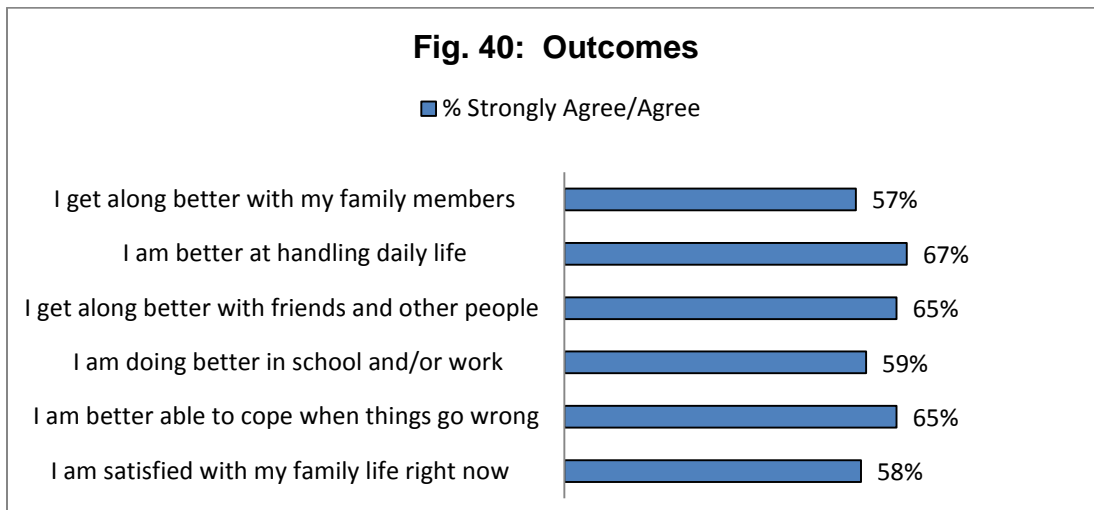
- ♦ 67% felt they are better at handling daily life.
- ♦ 57% indicated they are getting along better with their family members.



## Outcomes Domain Results

Responses to questions about the outcomes of services received also had varying results.

- ♦ 67% reported being better able to handle daily life.
- ♦ 65% said they were better able to cope when things went wrong.
- ♦ 58% reported they are satisfied with their family life right now.



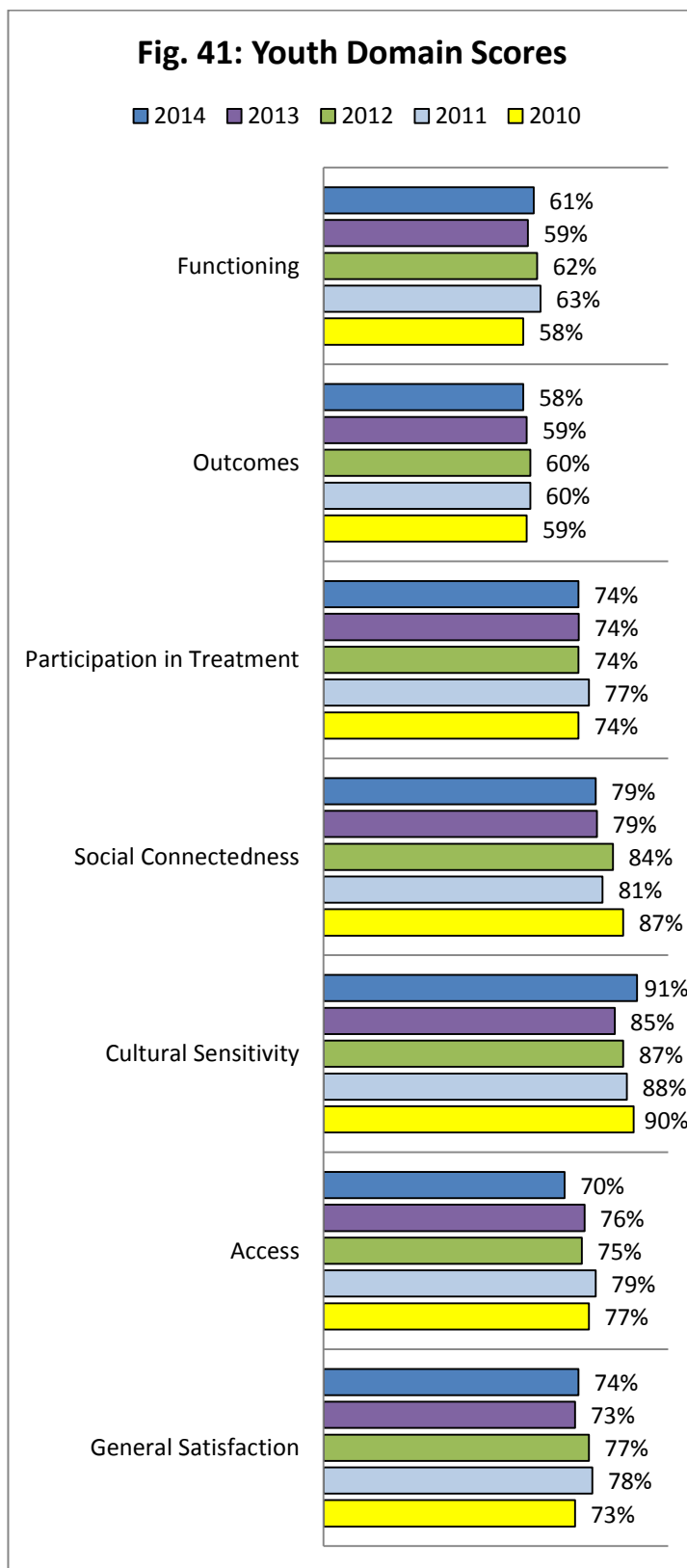
## Youth Domain Scores Across Years

General Satisfaction and Outcomes saw very small changes and remained fairly steady from 2013. While the score for Outcomes was low (58%), this is consistent with scores for Outcomes over the past several years. The same can be said for Functioning, where the 2014 score is 61% and the 2013 and 2012 scores were 59% and 62%, respectively. There was a decrease from 2013 to 2014 in Access (from 76% to 70%). Cultural sensitivity increased from 85% in 2013 to 91% in 2014. Participation in Treatment and Social Connectedness saw no changes between 2013 and 2014.

Scores for 2014 in each area include:

- ♦ Functioning: 61%
- ♦ Outcomes: 58%
- ♦ Participation in Treatment: 74%
- ♦ Social Connectedness: 79%
- ♦ Cultural Sensitivity: 91%
- ♦ Access: 70%
- ♦ General Satisfaction: 74%

Scores for each of the past five years can be seen in Figure 41.





## **Statewide Conclusions**

### **Potential Areas for Improvement**

This year's survey effort identified some areas where the New Hampshire Bureau of Behavioral Health and the local CMHCs might want to focus some attention.

For adults the following data points are noted as areas of concern:

- Less than 50% of consumers were informed of or were familiar with Illness Management and Recovery (47%) or Supported Employment (45%).
- Less than two-thirds of consumers were informed of or were familiar with Peer-Run Respite (32%), Assertive Community Treatment (22%) or Evidenced Based Practices (21%).
- Less than two-thirds of adult consumers (61%) have been given a copy of their treatment plan or Individualized Service Plan. (Note that providing a paper copy of the Individualized Service Plan is an Administrative Rule).
- Functioning and Outcome domain scores continue to fall (60% in 2013 to 55% in 2014 for Functioning and 57% in 2013 to 55% in 2014 for Outcomes).

For child/family consumers, the following data points are noted as potential areas for improvement:

- Fifty-seven percent of parents with children 14 years and older have not yet started planning with the CMHC for their child's transition to adulthood.
- There was an increase in the percentage of families reporting that their child has been expelled or suspended during the past 12 months (16% in the past 12 months compared to 10% in the 12 months prior to that).
- Less than two-thirds of families agreed with any of the survey items in the Outcomes domain. Only 59% report that they are satisfied with their family life right now.

For youth consumers, the following data points are noted as potential areas for improvement:

- Only two-thirds of youth consumers report being given a copy of their treatment plan or Individualized Service Plan (ISP).
- Compared to last year, there were decreases in the domain scores for Outcomes (59% to 58%) and Access (76% to 70%).

- Less than two-thirds of youth consumers report that they are satisfied with their family life right now (58%), that they get along better with family members (57%) or that they are doing better in school and/or work (59%).

## **Noteworthy Results**

Consumers reported positive aspects of their treatment and daily lives. The following positive items are noted for adult consumers:

- Most adult consumers have not been arrested in the past 12 months (91%) or the 12 months prior to that (90%).
- The Quality domain score remains the highest score (80%).
- Most adult consumers (84%) feel comfortable asking questions about their treatment and medication.

The following are noted as positive findings for child/family consumers:

- Only 5% of parents with children 14 and older reported that their child was arrested in the past 12 months and only 3% reported that their child was arrested in the 12 months prior to that.
- Many domain scores increased from last year including: Participation in Treatment (85% to 88%), Social Connectedness (75% to 79%), Cultural Sensitivity (84% to 88%), and General Satisfaction (71% to 75%).

The following positive items are noted for youth consumers:

- The vast majority of youth report that they are currently in school (94%).
- There were increases from last year to this year in the following domains: General Satisfaction (73% to 74%), Cultural Sensitivity (85% to 91%), and Functioning (59% to 61%).

## **Background and Guidance – CMHC Result Sections**

This is the first year that the survey results for each individual CMHC will be released publically. The information provided below should help the reader understand the data that is presented in the CMHC sections and how it differs from the statewide data presented in the previous sections.

The data in the CMHC sections includes all responses to the survey for the past three years: 2012-2014. The data collected by the University of New Hampshire (2012) is combined with the data collected by the SSRC at ODU (2013, 2014). The data are combined to present a general picture of CMHC-level response. The combination of several years also limits what may appear to be considerable changes in the data from year to year but are perhaps simply due to expected and reasonable variations in responses from consumers due to sampling variability in the relatively small CMHC level samples. The best way to use this information is to view it as the most current snapshot of how each of the centers is doing relative to the state as a whole.

The data for each individual center is provided and compared to the data for the entire state. Responses to demographic questions are included as well as the federal domain scores. States are permitted to add questions that are specific to the states' individual interests, therefore, BBH has included other survey items each year beyond those required for federal reporting. These are often referred to as "state-added" questions and include questions about service provision, participation with the treatment team, and behavioral outcomes. In some cases, a state-added question may be new to the survey this year (2014). For these questions, only the 2014 responses are included and a notation is made in the text. Data are presented in tables and graphs and explained with limited text and bullet points.

Statistical analysis was conducted on the results to determine if any of the CMHCs had significantly different results from the rest of the state. Significant results discussed in this report are those that were statistically significant at the  $p < .05$  level meaning that the reader can be more than 95% confident that the differences are not due to chance. Survey items that are statistically significant from the statewide average are denoted in tables and graphs with two asterisks (\*\*). It should be noted that many CMHCs may have identical percentages for a given survey item yet only one might be statistically significant. This is due to the fact that sample sizes and populations served for each CMHC vary substantially, resulting in differences in confidence intervals and significance testing.





## Center for Life Management - Adult Survey Results

### Demographics

A total of 118 adult consumers from Center for Life Management responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

#### *Gender:*

- ♦ 62% female (NH=63%)
- ♦ 38% male (NH=37%)

#### *Racial Demographics:*

- ♦ 97% White (Caucasian)
- ♦ 3% American Indian or Alaska Native

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 0% Spanish/Hispanic/Latino origin

#### *Age of Adult Respondents:*

- ♦ 14% between the ages of 18-24
- ♦ 14% between the ages 25-44
- ♦ 60% between the ages 45-64
- ♦ 3% were 65 years and older

#### *Annual Household Income:*

- ♦ 44% less than \$15,000
- ♦ 26% between \$15,000-\$29,999

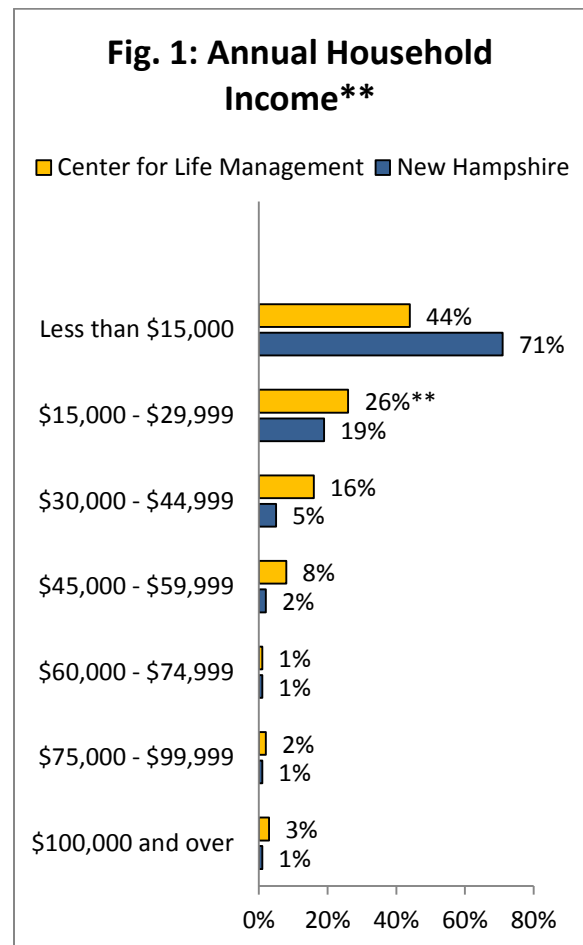
Table 1: Race**	% CLM*	% State
White (Caucasian)	97%	92%
American Indian or Alaska Native	3%	5%
Other	1%	4%
Black (African American)	1%	2%
Asian	0%	0.8%
Native Hawaiian or Other Pacific Islander	0%	0.2%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

\*\*p<.05 statistically significant, 2-tailed test. Race (other than/in addition to white).

Table 1a: Spanish/Hispanic/Latino Origin**	% CLM	% State
No	100%	97%
Yes	0%	3%

\*\*p<.05 statistically significant, 2-tailed test



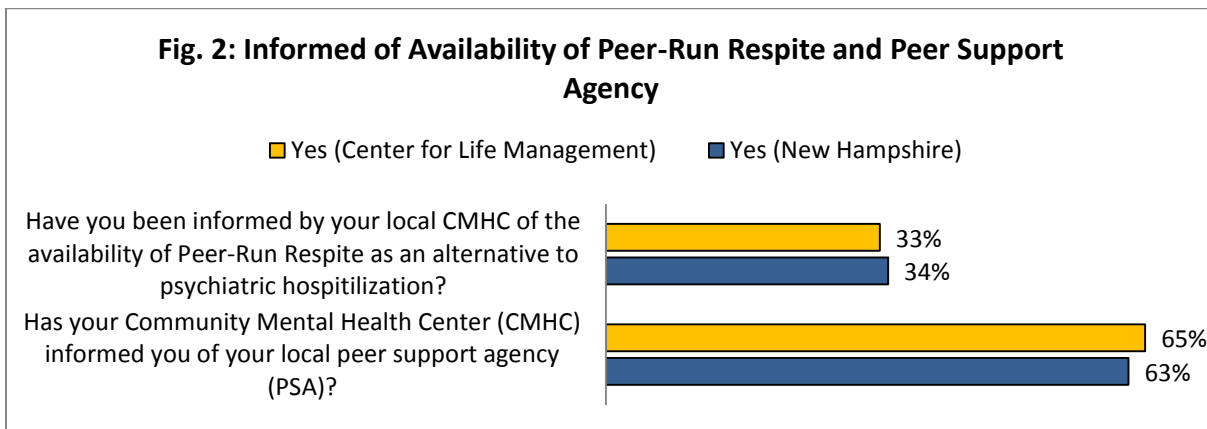
\*\*p<.05 statistically significant, 2-tailed test for those making less than \$30,000

## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (90%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

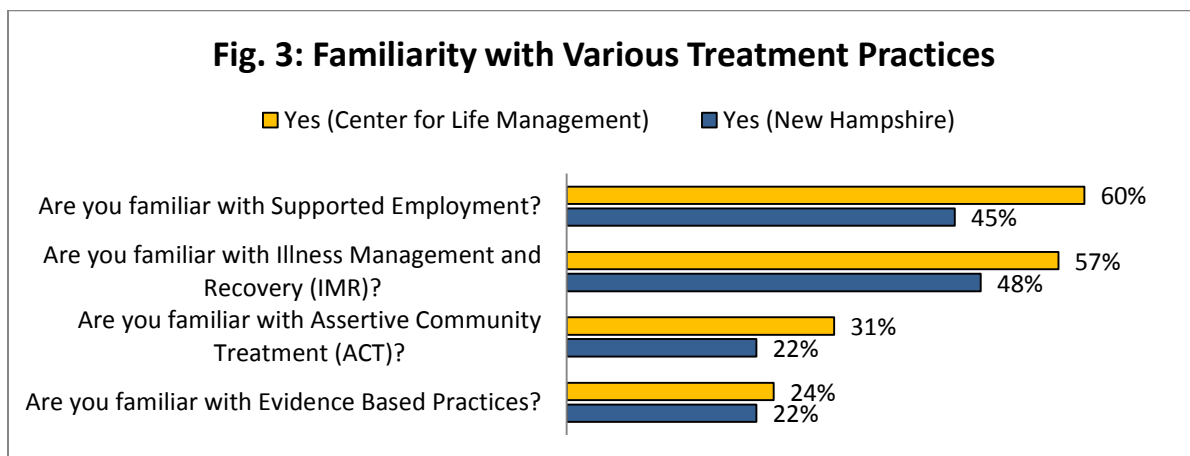
### *Peer Support Programs*

- ♦ 33% indicated they had been informed by their CMHC of the availability of the Peer-Run Respite as an alternative to psychiatric hospitalization (NH=34%)
- ♦ 65% indicated their CMHC informed them of their Local Peer Support Agency (NH=63%)



### *Treatment Practices (2014 data only)*

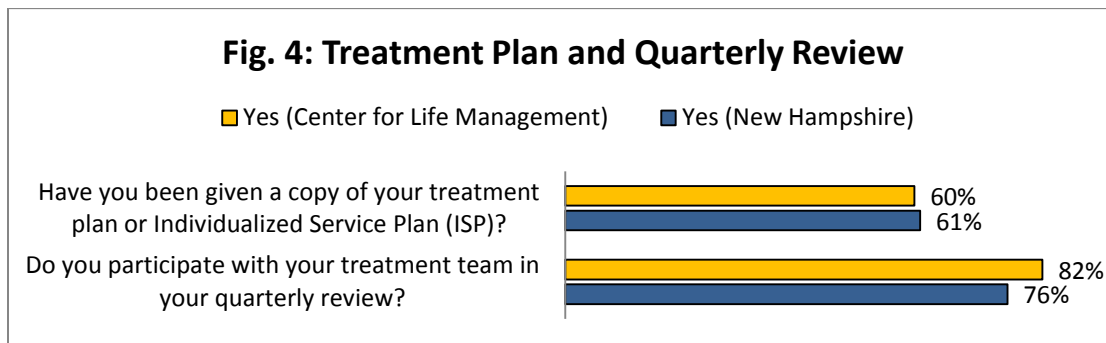
- ♦ Respondents were most familiar with Supported Employment (60%) and Illness Management and Recovery (57%). These percentages are considerably higher than the state percentages of 45% and 48%, respectively.
- ♦ Respondents were less familiar with Assertive Community Treatment (31%) and Evidence Based Practices (24%). (NH=22% for each)



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ♦ 60% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP) (NH=61%).
- ♦ 82% indicated they participated with their treatment team in their quarterly review. This percentage is notably higher than the state percentage (76%).



## Behavioral Outcomes

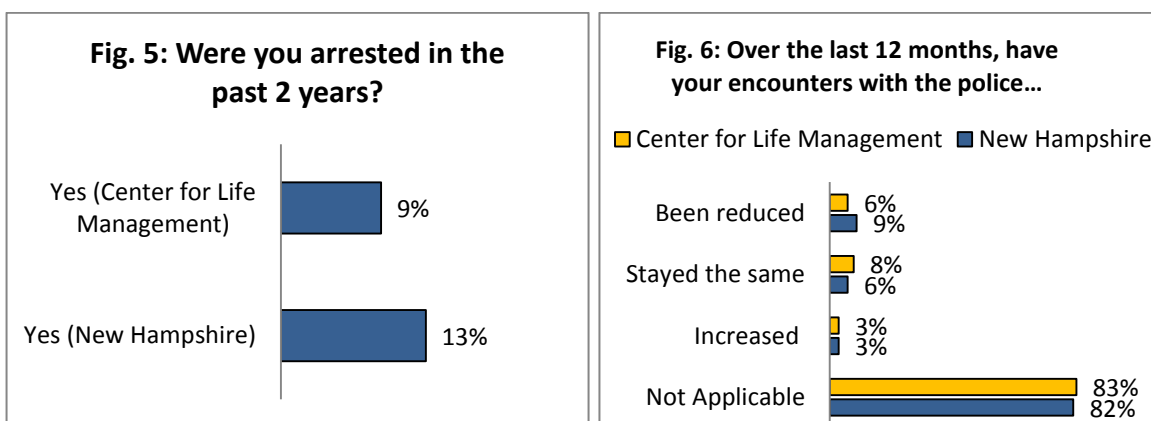
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### *Arrest History*

- ♦ 9% reported being arrested in the past 2 years (NH=13%)

### *Police Encounters*

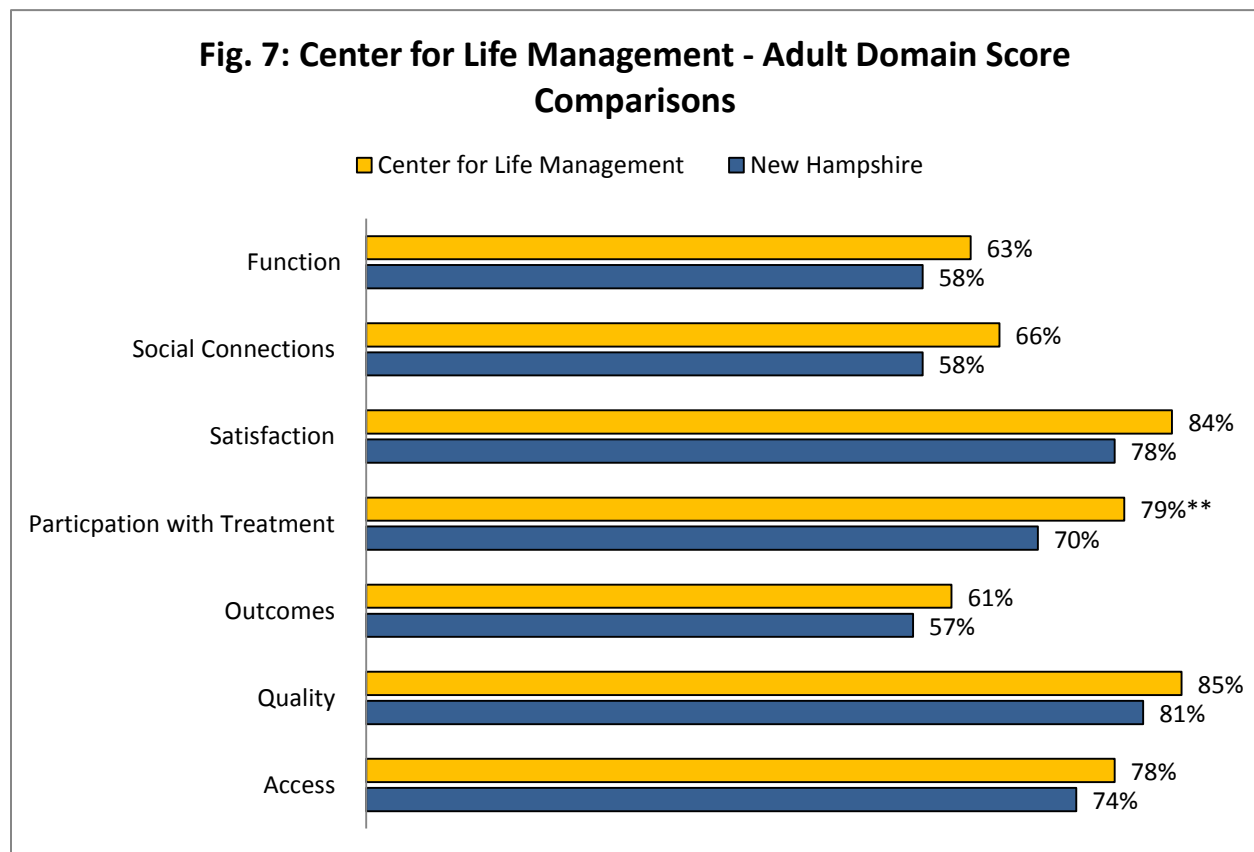
- ♦ 6% reported a reduction in police encounters (NH=9%).
- ♦ 3% reported an increase in police encounters (NH=3%).



## Domain Results

Figure 7 shows the domain scores from Center for Life Management as compared to the statewide average of New Hampshire. Center for Life Management reported a higher domain score than the statewide average in all categories.

- ♦ Center for Life Management reported a domain score of 79% for Participation with Treatment which is significantly higher than the statewide average of 70%.
- ♦ Social Connections (66%) was 8% higher than the statewide average (58%).
- ♦ Satisfaction (84%) was 6% higher than the statewide average (78%).
- ♦ Function (63%) was 5% higher than the statewide average (58%).



\*\*p<.05 statistically significant, 2-tailed test

# Center for Life Management - Families of Children Receiving Services

## Survey Results

### Demographics

A total of 126 families responded to the Child and Youth Services Survey for the Center for Life Management via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

#### *Gender:*

- ♦ 39% female (NH=41%)
- ♦ 61% male (NH=59%)

#### *Racial Demographics:*

- ♦ 93% White (Caucasian)
- ♦ 5% Black (African American)

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 5% Spanish/Hispanic/Latino origin

#### *Age of Child:*

- ♦ 11% between the ages of 0-5
- ♦ 59% between the ages 6-11
- ♦ 30% between the ages 12-17

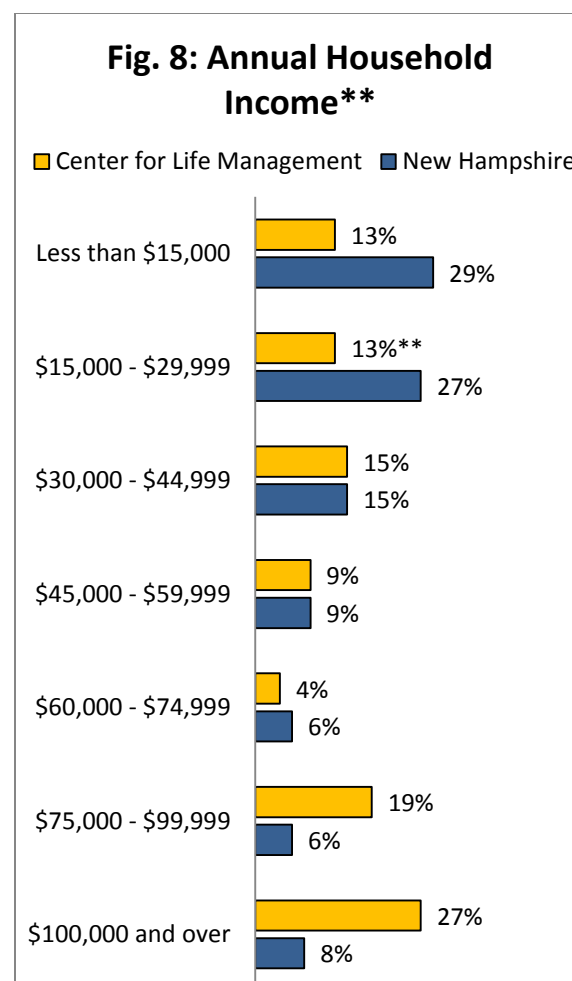
#### *Annual Household Income:*

- ♦ 13% less than \$15,000
- ♦ 13% between \$15,000-\$29,999

Table 2: Race	% CLM*	% State
White (Caucasian)	93%	92%
American Indian or Alaska Native	3%	3%
Other	3%	5%
Black (African American)	5%	5%
Asian	3%	2%
Native Hawaiian or Other Pacific Islander	0%	1%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 2a: Spanish/Hispanic/Latino Origin	% CLM	% State
No	95%	92%
Yes	5%	8%

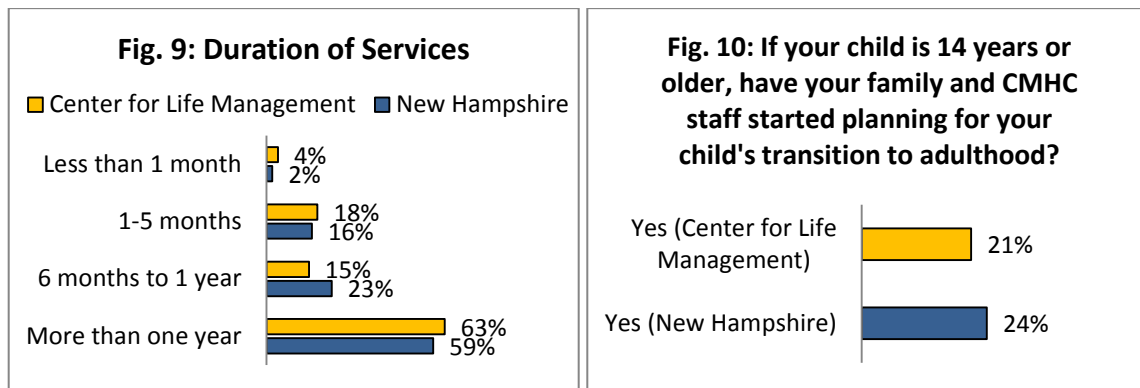


\*\*p<.05 statistically significant, 2-tailed test for those making under \$30,000.

## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

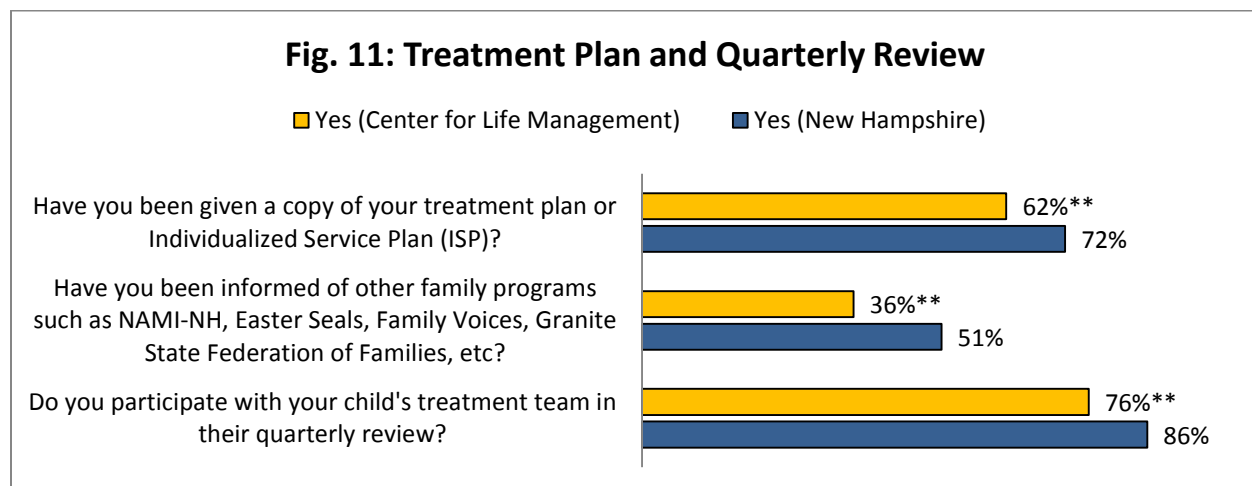
- ♦ 63% indicated their child received services for more than one year (NH=59%).
- ♦ 21% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood (NH=24%).



## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ♦ 62% were given a copy of their treatment plan or Individualized Service Plan which is significantly lower than the statewide average of 72%.
- ♦ 36% had been informed of other family programs, which is significantly lower than the statewide average of 51%.
- ♦ 76% participated with their child's treatment team in their quarterly review, which is significantly lower than the statewide average of 86%.



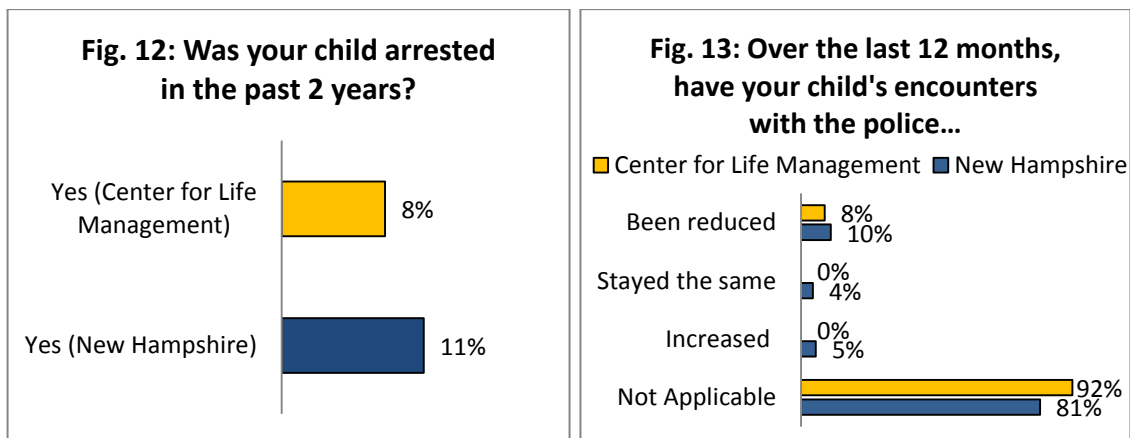
\*\*p<.05 statistically significant, 2-tailed test.

## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

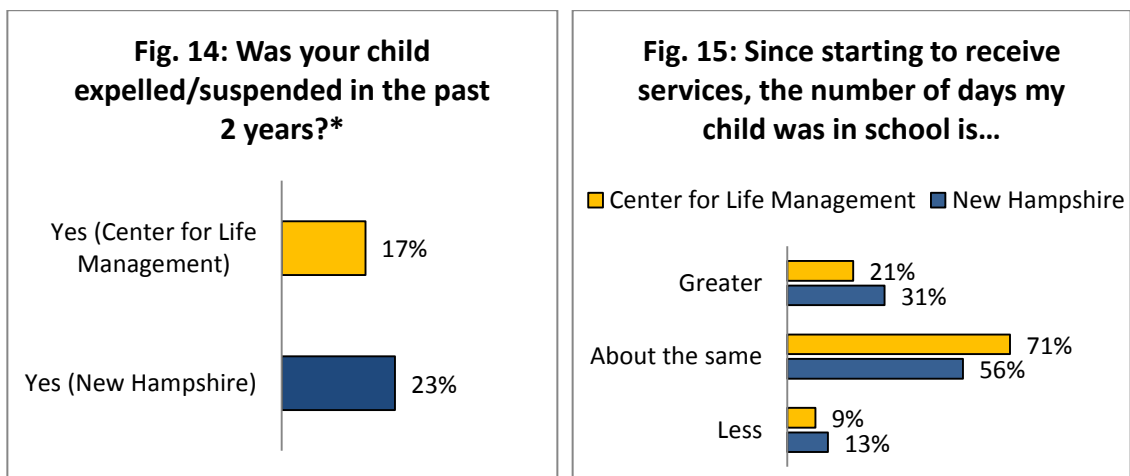
### *Arrest History and Police Encounters*

- ♦ 8% reported that their child was arrested in the past 2 years (NH=11%).
- ♦ 8% reported a reduction in police encounters (NH=10%).
- ♦ 0% reported an increase in police encounters (NH=5%).



### *School Attendance*

- ♦ 17% said their child was expelled or suspended in the past 2 years (NH=23%).
- ♦ 21% said the number of days their child was in school was greater since starting to receive services (NH=31%).
- ♦ 9% said the number of days their child was in school was less since starting to receive services (NH=13%).

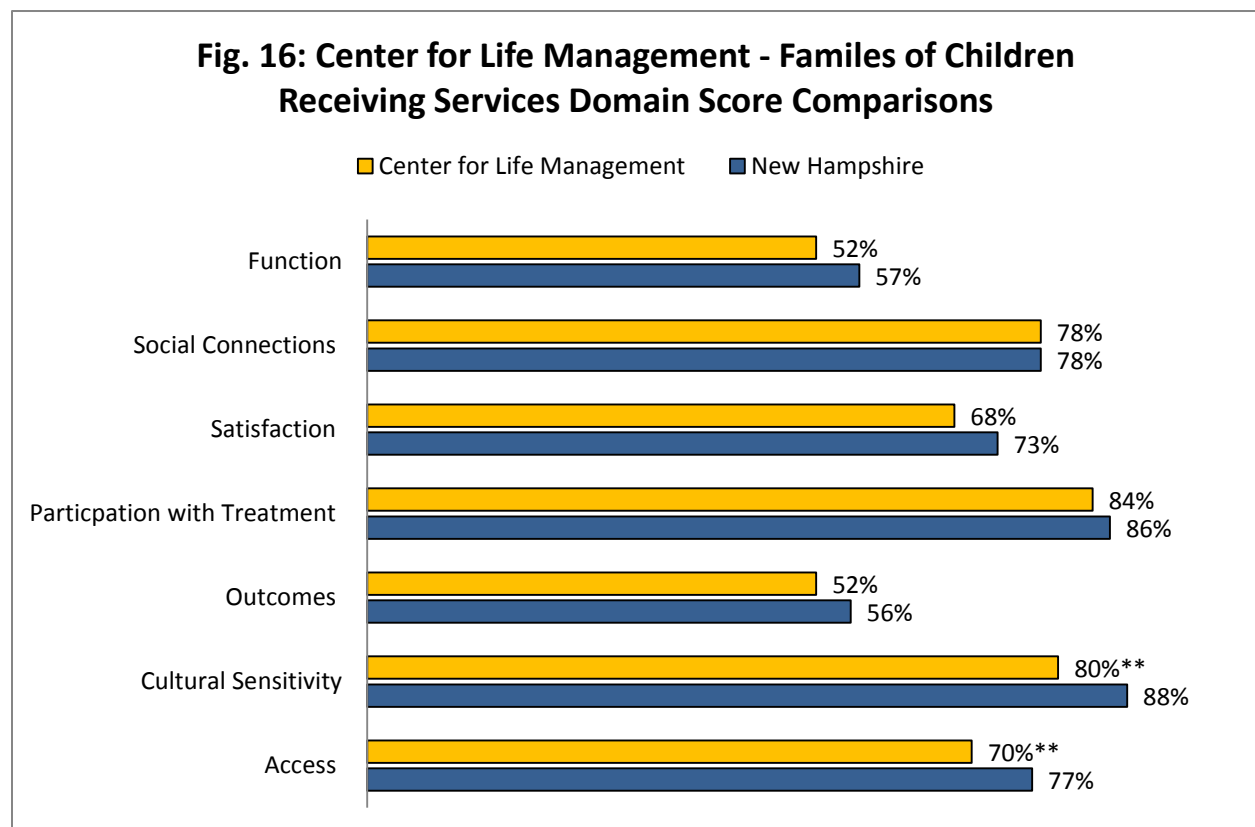


\*Results only include school-aged children, 6 or older.

## Domain Results

Figure 16 shows the domain scores from Center for Life Management as compared to the statewide average for New Hampshire. Access and Cultural Sensitivity were both significantly lower than the reported figures for the state of New Hampshire.

- ♦ Center for Life Management's domain score for Access was 70%, which is significantly lower than the statewide average of 77%.
- ♦ Center for Life Management's domain score for Cultural Sensitivity was 80%, which is significantly lower than the statewide average of 88%.



\*\*p<.05 statistically significant, 2-tailed test.



## Center for Life Management - Youth Survey Results

### Demographics

There were a total of 110 respondents for the Youth Services Survey from Center for Life Management via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the child/adult federal reporting domains.

#### *Gender:*

- ♦ 60% female (NH=60%)
- ♦ 40% male (NH=40%)

#### *Racial Demographics:*

- ♦ 96% White (Caucasian)
- ♦ 2% Black (African American)

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 5% Spanish/Hispanic/Latino origin

#### *Age of Respondents:*

- ♦ Range = 14-17
- ♦ Average age=15.7 (NH=15.6)

#### *Currently in School:*

- ♦ 97% reported currently being in school which is significantly higher than the statewide average of 92%.

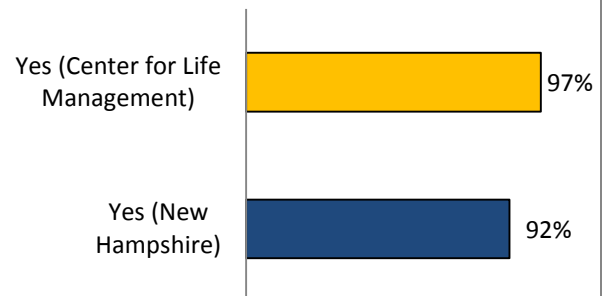
<b>Table 3: Race**</b>	<b>% CLM*</b>	<b>% State*</b>
White (Caucasian)	96%	91%
American Indian or Alaska Native	2%	5%
Other	2%	6%
Black (African American)	2%	3%
Asian	0%	0.1%
Native Hawaiian or Other Pacific Islander	0%	0.4%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

\*\*p<.05 statistically significant, 2-tailed test. Race (other than/in addition to white).

<b>Table 3a: Spanish/Hispanic/Latino Origin</b>	<b>% CLM</b>	<b>% State</b>
No	95%	91%
Yes	5%	7%

**Fig. 17: Currently in School\*\***



\*\*p<.05 statistically significant, 2-tailed test.

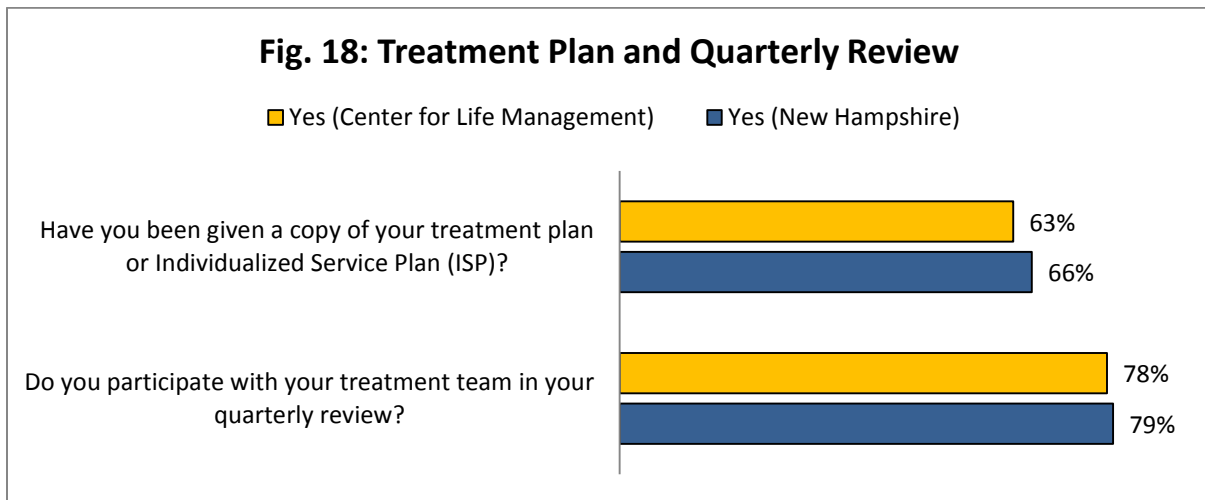
#### *Race: Comparison to State*

- ♦ Significantly fewer respondents from CLM reported being a race other than white or in addition to white than the statewide average.

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

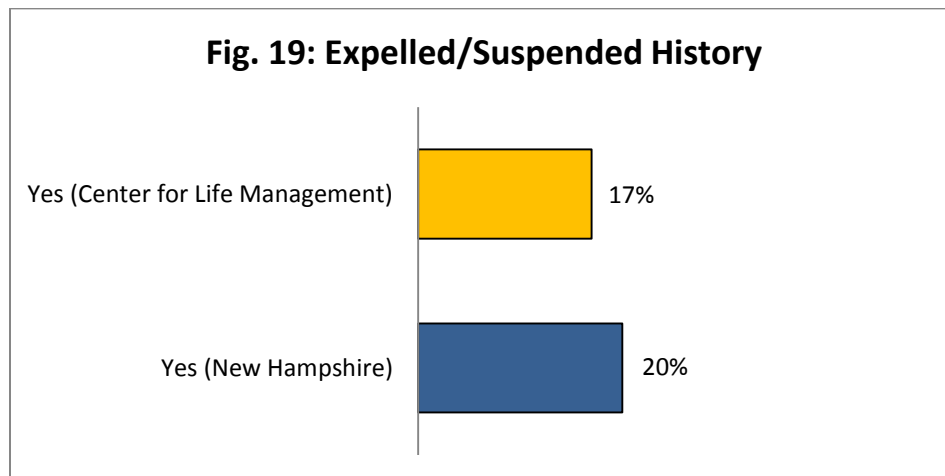
- ♦ 78% indicated they participated with their treatment team in their quarterly review (NH=79%).
- ♦ 63% said they were given a copy of their Individualized Service Plan (ISP) (NH=66%).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

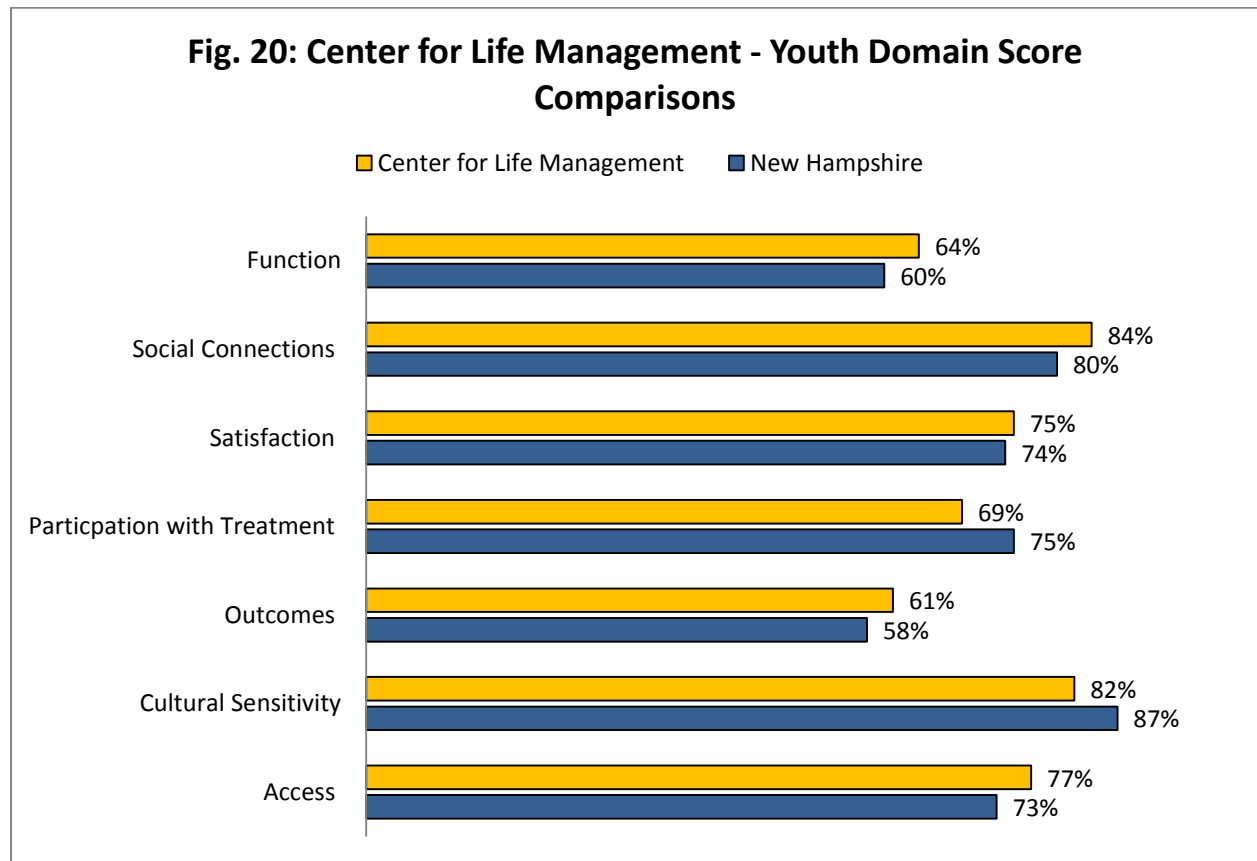
- ♦ 17% indicated they were expelled or suspended in the last 12 months (NH=20%).



## Domain Results

Figure 20 shows the domain scores from Center for Life Management as compared to the statewide average of New Hampshire. None of the scores were statistically significant, though there was some variation for some of the scores. Some examples include Function and Social Connections, both of which were higher than the statewide average. Participation with Treatment and Cultural Sensitivity were both lower than the statewide average

- ♦ Function: 64% (NH=60%)
- ♦ Social Connections: 84% (NH=80%)
- ♦ Participation with Treatment: 69% (NH=75%)
- ♦ Cultural Sensitivity: 82% (NH=87%)





## Community Partners - Adult Survey Results

### Demographics

A total of 135 adult consumers from Community Partners responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

#### *Gender:*

- ♦ 59% female (NH=63%)
- ♦ 41% male (NH=37%)

#### *Racial Demographics:*

- ♦ 94% White (Caucasian)
- ♦ 4% American Indian or Alaska Native

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 2% Spanish/Hispanic/Latino origin

#### *Age of Adult Respondents:*

- ♦ 9% between the ages of 18-24
- ♦ 35% between the ages 25-44
- ♦ 49% between the ages 45-64
- ♦ 7% were 65 years and older

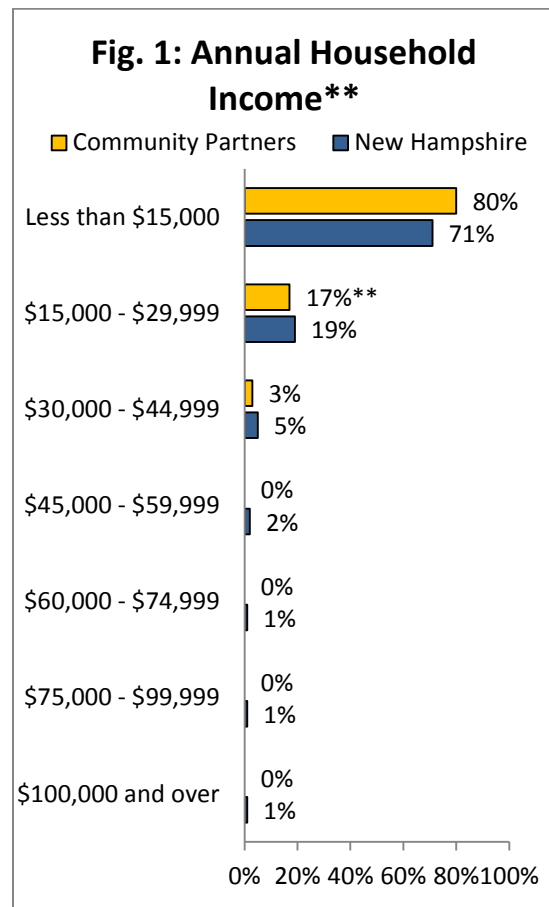
#### *Annual Household Income:*

- ♦ 80% less than \$15,000
- ♦ 17% between \$15,000-\$29,999

Table 1: Race	% CP*	% State
White (Caucasian)	94%	92%
American Indian or Alaska Native	4%	5%
Other	3%	4%
Black (African American)	1%	2%
Asian	1%	0.8%
Native Hawaiian or Other Pacific Islander	0%	0.2%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin	% CP	% State
No	98%	97%
Yes	2%	3%



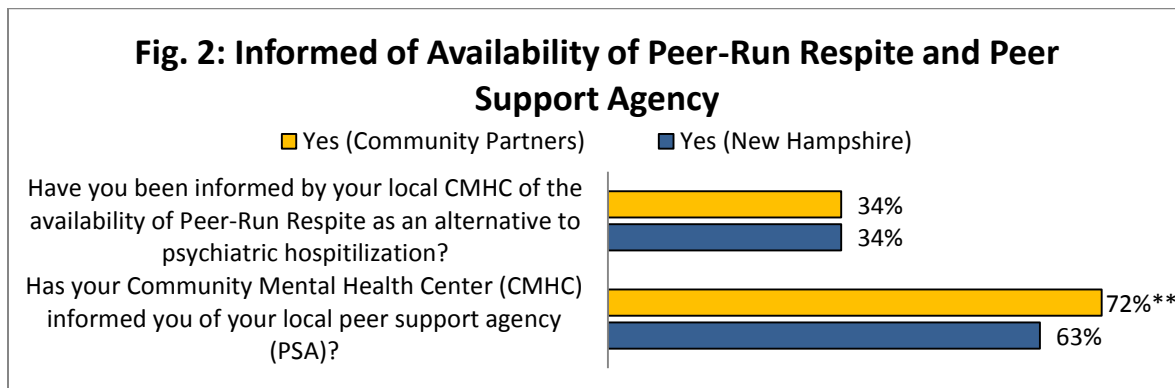
\*\*p<.05 statistically significant, 2-tailed test for those making less than \$30,000

## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (88%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

### Peer Support Programs

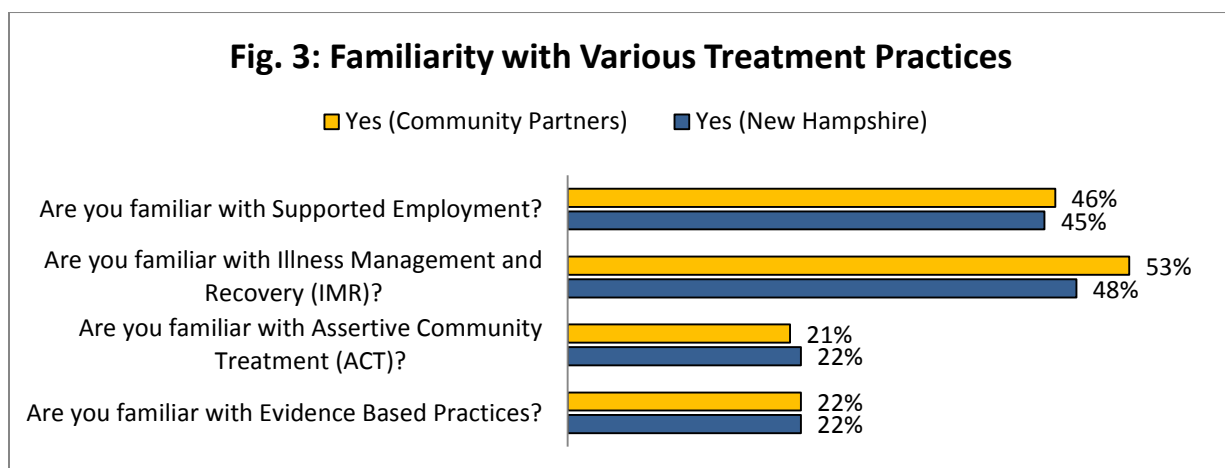
- ♦ 34% indicated they had been informed by their CMHC of the availability of the Peer-Run Respite as an alternative to psychiatric hospitalization (NH=34%)
- ♦ 72% indicated their CMHC informed them of their Local Peer Support Agency, which is significantly higher than the statewide average of 63%.



\*\*p<.05 statistically significant, 2-tailed test

### Treatment Practices (2014 data only)

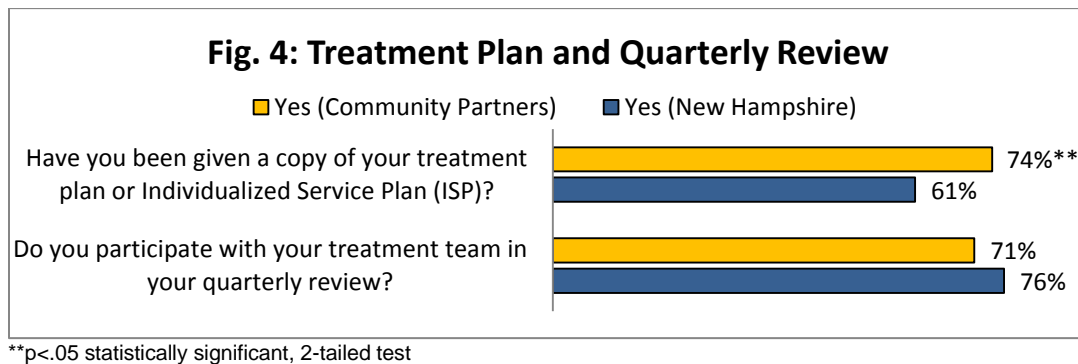
- ♦ Respondents were most familiar with Illness Management and Recovery (53%) and Supported Employment (46%). These percentages are higher than the state percentages of 48% and 45%, respectively.
- ♦ Respondents were less familiar with Assertive Community Treatment (21%) and Evidence Based Practices (22%). (NH=22% for each)



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ♦ 74% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP), which is significantly higher than the state (61%).
- ♦ 71% indicated they participated with their treatment team in their quarterly review. This percentage is notably lower than the state percentage (76%).



## Behavioral Outcomes

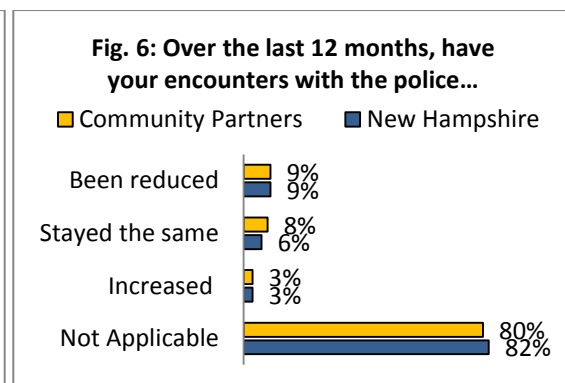
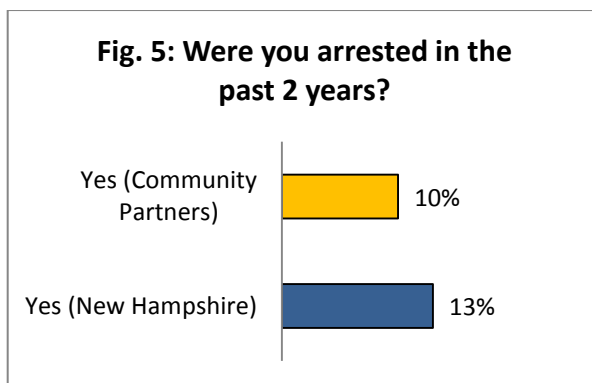
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### Arrest History

- ♦ 10% reported being arrested in the past 2 years (NH=13%).

### Police Encounters

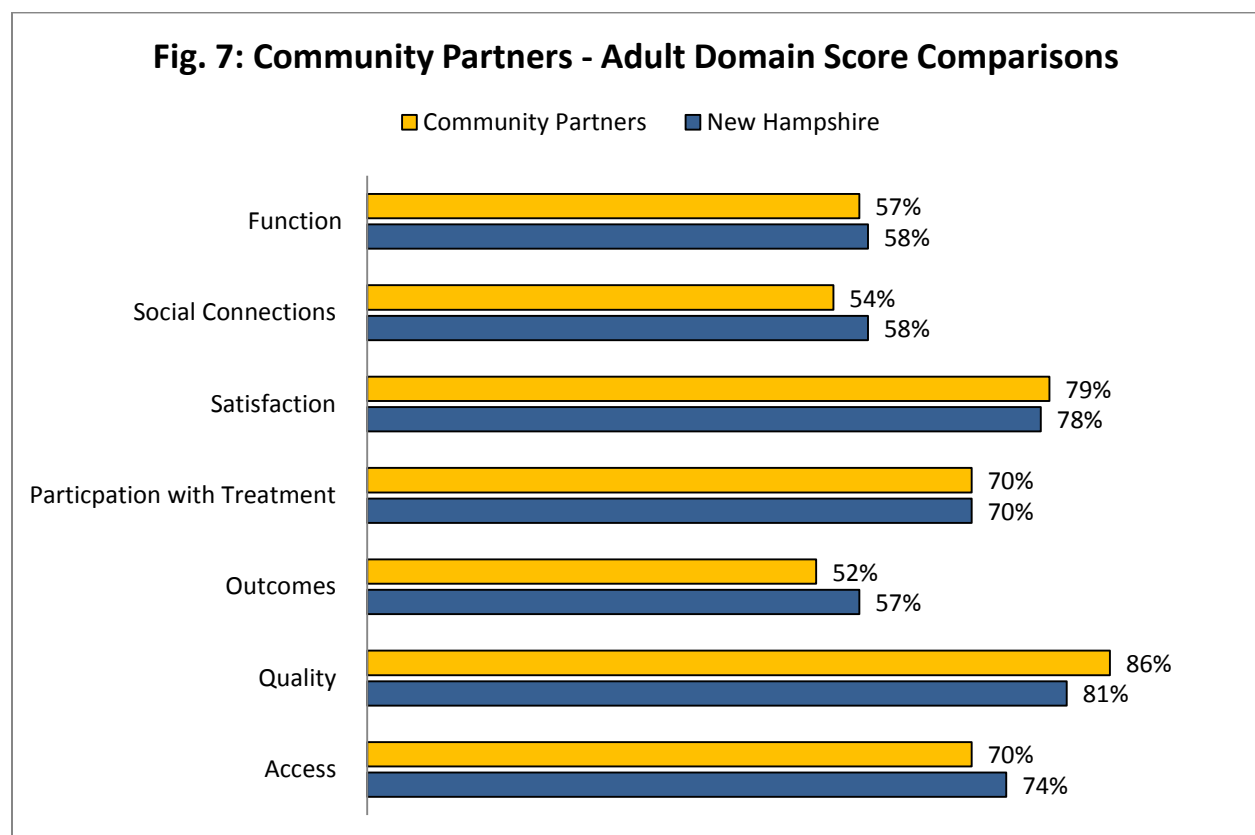
- ♦ 9% reported a reduction in police encounters (NH=9%).
- ♦ 3% reported an increase in police encounters (NH=3%).



## Domain Results

Figure 7 shows the domain scores from Community Partners as compared to the statewide average of New Hampshire. Community Partners reported a slightly lower domain score than the statewide average in four of the seven categories, but none were statistically significant.

- ♦ Community Partners reported a domain score of 54% for Social Connections which is 4% lower than the statewide average of 58%.
- ♦ Outcomes (52%) was 5% lower than the statewide average (57%).
- ♦ Access (70%) was 4% lower than the statewide average (74%).
- ♦ Quality (86%) was 5% higher than the statewide average (81%).





# Community Partners - Families of Children Receiving Services Survey

## Results

### Demographics

A total of 124 families responded to the Child and Youth Services Survey for Community Partners via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

#### Gender:

- ♦ 38% female (NH=41%)
- ♦ 62% male (NH=59%)

#### Racial Demographics:

- ♦ 94% White (Caucasian)
- ♦ 6% Other
- ♦ 5% Black (African American)

#### Spanish/Hispanic/Latino Origin:

- ♦ 6% Spanish/Hispanic/Latino origin

Table 2: Race	% CP*	% State
White (Caucasian)	94%	92%
American Indian or Alaska Native	2%	3%
Other	6%	5%
Black (African American)	5%	5%
Asian	1%	2%
Native Hawaiian or Other Pacific Islander	1%	1%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

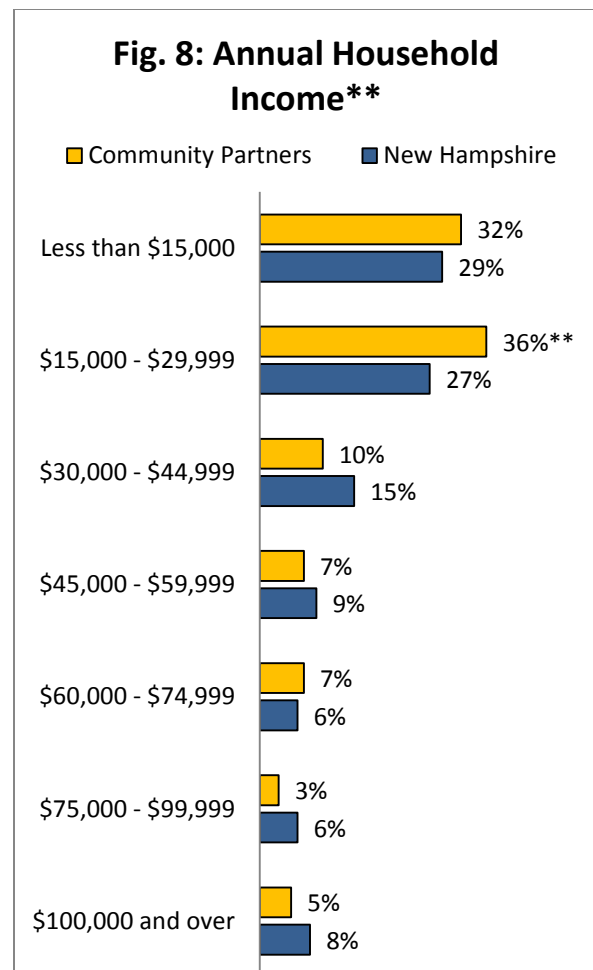
Table 2a: Spanish/Hispanic/Latino Origin	% CP	% State
No	94%	92%
Yes	6%	8%

#### Age of Child:

- ♦ 9% between the ages of 0-5
- ♦ 63% between the ages 6-11
- ♦ 28% between the ages 12-17

#### Annual Household Income:

- ♦ 32% less than \$15,000
- ♦ 36% between \$15,000-\$29,999

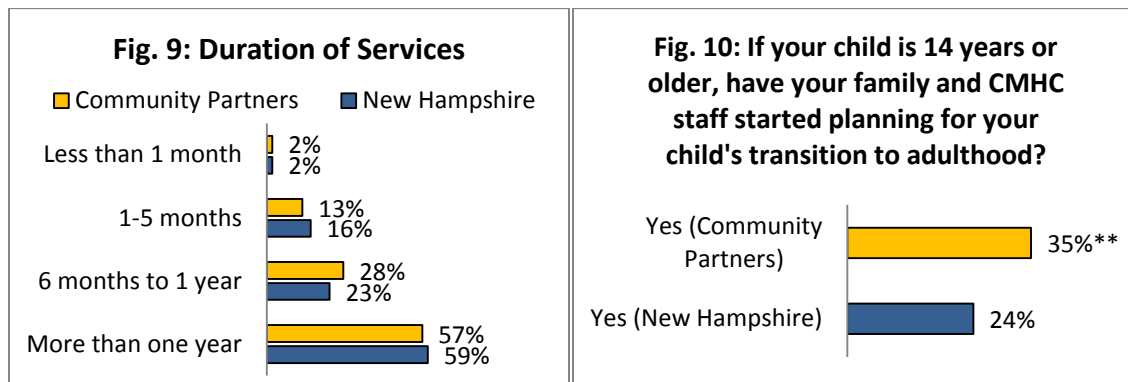


\*\*p<.05 statistically significant, 2-tailed test for those making under \$30,000.

## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

- ♦ 57% indicated their child received services for more than one year (NH=59%).
- ♦ 35% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood, which is significantly higher than the state (24%).

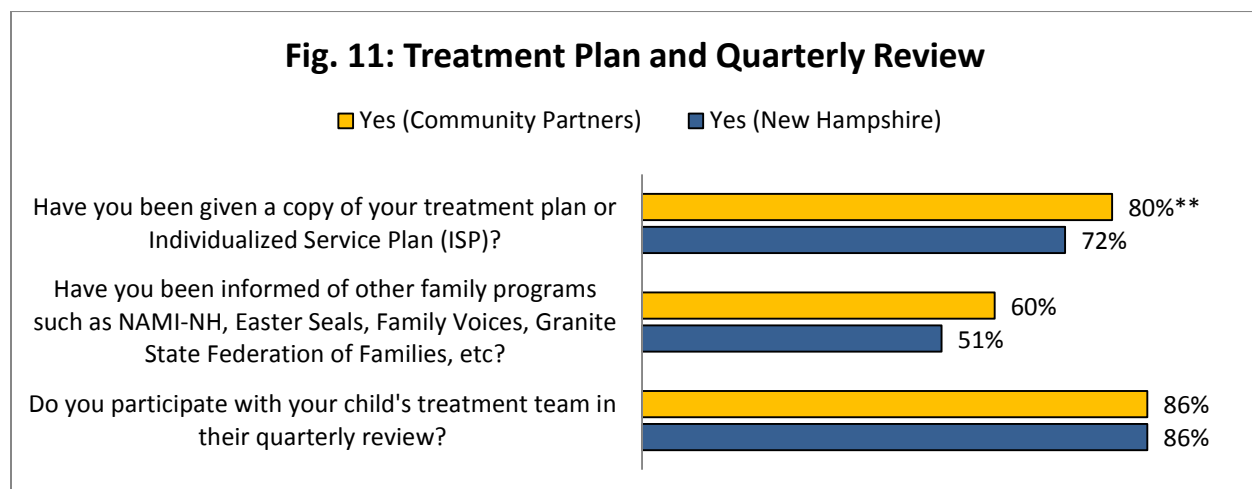


\*\*p<.05 statistically significant, 2-tailed test.

## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ♦ 80% were given a copy of their treatment plan or Individualized Service Plan which is significantly higher than the statewide average of 72%.
- ♦ 60% had been informed of other family programs (NH=51%).
- ♦ 86% participate with their child's treatment team in their quarterly review (NH=86%).



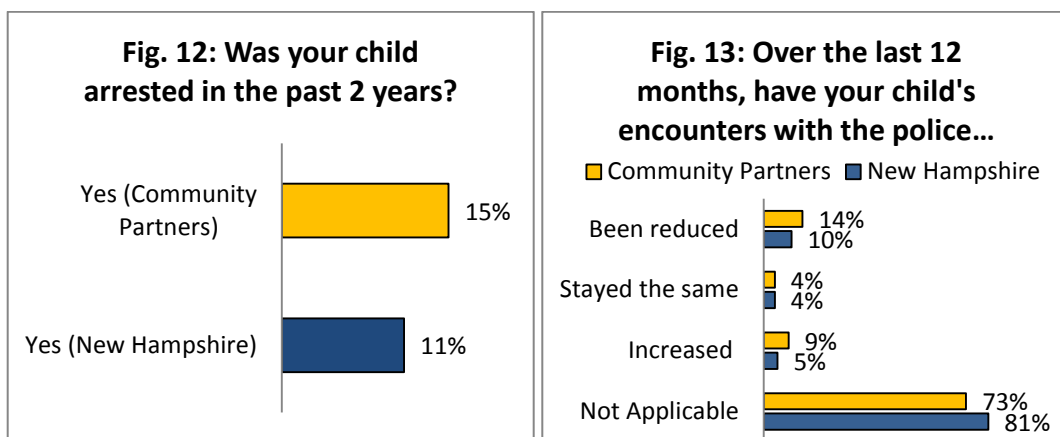
\*\*p<.05 statistically significant, 2-tailed test.

## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

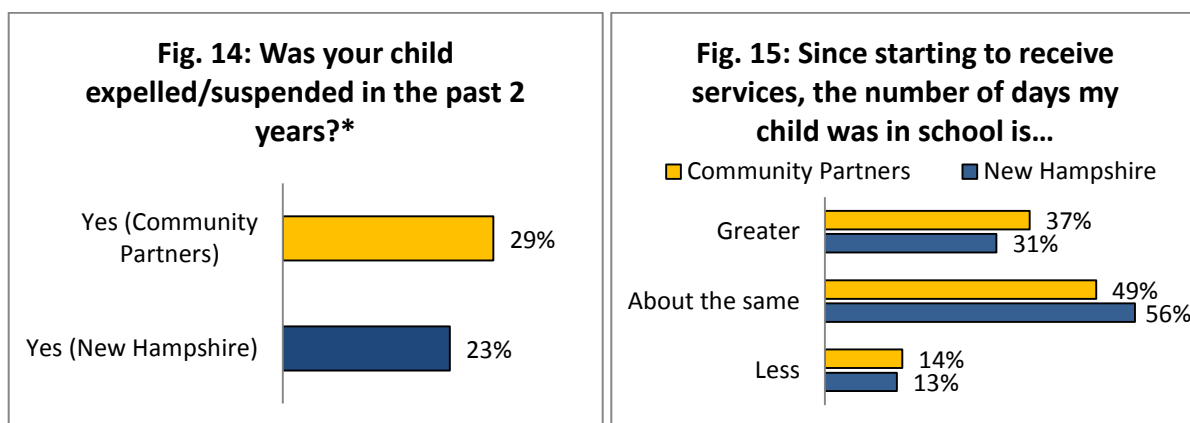
### *Arrest History and Police Encounters*

- ♦ 15% reported their child was arrested in the past 2 years, which is significantly higher than the state (11%).
- ♦ 14% reported a reduction in police encounters, which is significantly higher than the state (10%).
- ♦ 9% reported an increase in police encounters (NH=5%).



### *School Attendance*

- ♦ 29% said their child was expelled or suspended in the past 2 years (NH=23%).
- ♦ 37% said the number of days their child was in school was greater since starting to receive services (NH=31%).

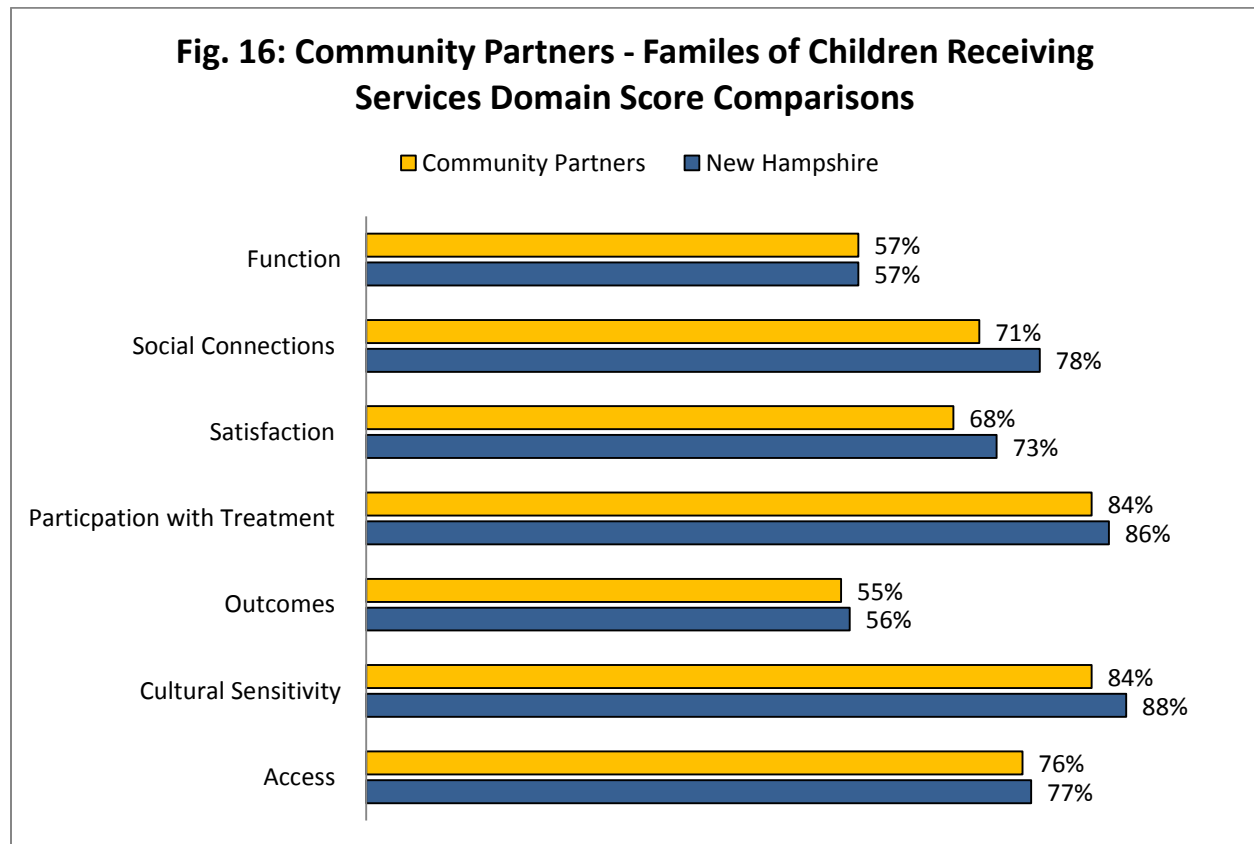


\*Data only reflects results from respondents 6 years and older.

## Domain Results

Figure 16 shows the domain scores from Community Partners as compared to the average for New Hampshire. Community Partners scored similarly to the overall state of New Hampshire on almost all categories, although they did not score higher on any of the seven categories and two were noticeably lower.

- ♦ Social Connections: 71% (NH=78%).
- ♦ Satisfaction: 68% (NH=73%).
- ♦ Cultural Sensitivity: 84% (NH=88%).



## Community Partners - Youth Survey Results

### Demographics

There were a total of 70 respondents for the Youth Services Survey from Community Partners via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

#### *Gender:*

- ♦ 54% female (NH=60%)
- ♦ 46% male (NH=40%)

#### *Age of Adult Respondents:*

- ♦ Range = 14-17
- ♦ Average age=15.7 (NH=15.6)

#### *Racial Demographics:*

- ♦ 94% White (Caucasian)
- ♦ 7% American Indian or Alaska Native
- ♦ 7% Other

#### *Currently in School:*

- ♦ 88% reported currently being in school which is lower than the statewide average of 92%.

#### *Spanish/Hispanic/Latino Origin:*

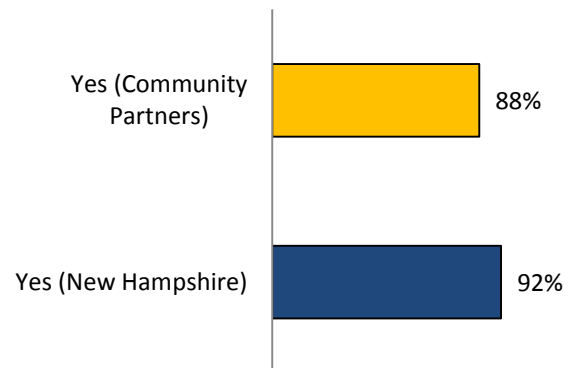
- ♦ 6% Spanish/Hispanic/Latino origin

Table 3: Race	% CP*	% State*
White (Caucasian)	94%	91%
American Indian or Alaska Native	7%	5%
Other	7%	6%
Black (African American)	0%	3%
Asian	0%	0.1%
Native Hawaiian or Other Pacific Islander	0%	0.4%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 3a: Spanish/Hispanic/Latino Origin	% CP	% State
No	94%	91%
Yes	6%	7%

**Fig. 17: Currently in School**



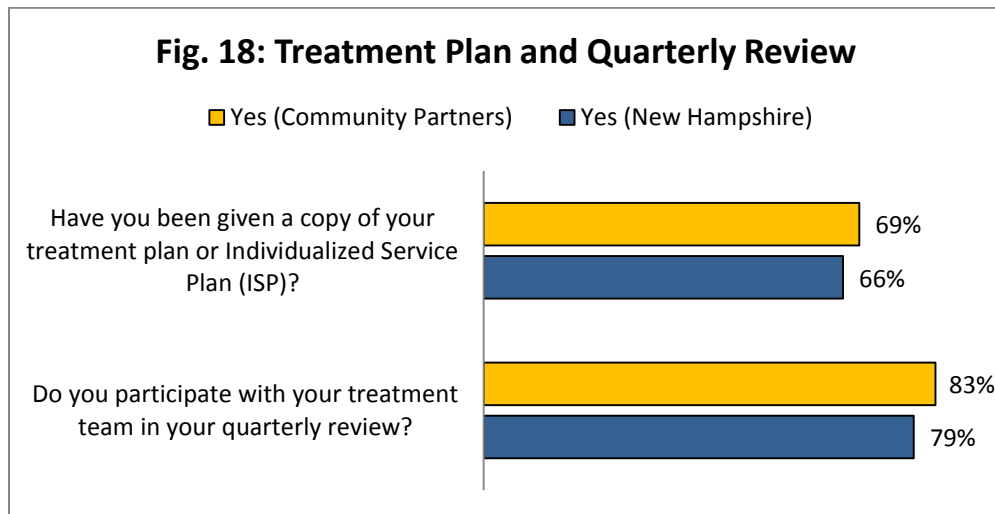
#### *Race: Comparison to State*

- ♦ More respondents from Community Partners reported being White (Caucasian) (94%) than the statewide average (91%).

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

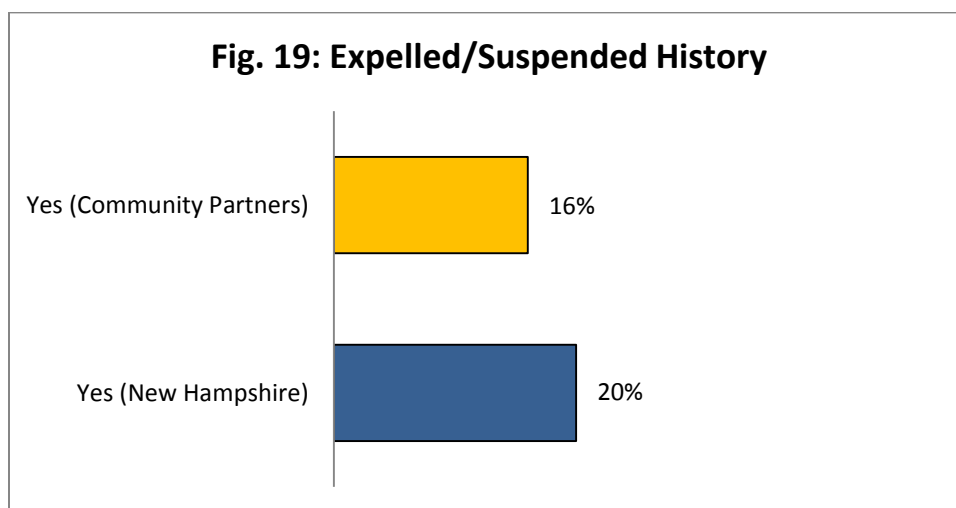
- ♦ 83% indicated they participated with their treatment team in their quarterly review (NH=79%).
- ♦ 69% said they were given a copy of their Individualized Service Plan (ISP) (NH=66%)



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

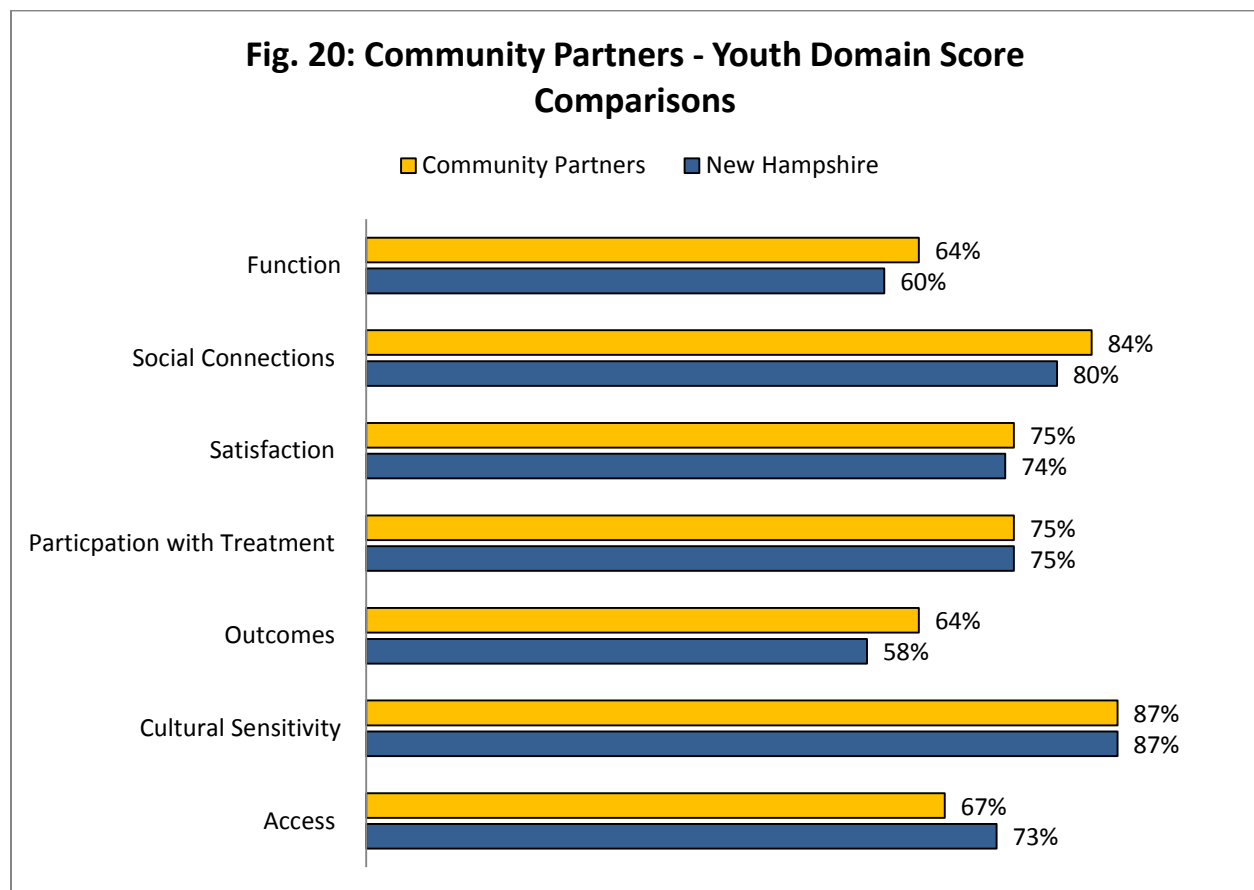
- ♦ 16% indicated they were expelled or suspended in the last 12 months (NH=20%).



## Domain Results

Figure 20 shows the domain scores from Community Partners as compared to the statewide average of New Hampshire. None of the scores were statistically significant, though there was some variation for some of the scores. Some examples include Function, Social Connections, and Outcomes, all of which were higher than the statewide average. Access was considerably lower than the statewide average.

- ♦ Function: 64% (NH=60%)
- ♦ Social Connections: 84% (NH=80%)
- ♦ Outcomes: 64% (NH=58%)
- ♦ Access: 67% (NH=73%)







## Genesis Behavioral Health - Adult Survey Results

### Demographics

A total of 150 adult consumers from Genesis Behavioral Health responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

#### *Gender:*

- ♦ 63% female (NH=63%)
- ♦ 37% male (NH=37%)

#### *Racial Demographics:*

- ♦ 92% White (Caucasian)
- ♦ 5% American Indian or Alaskan Native

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 3% Spanish/Hispanic/Latino origin

#### *Age of Adult Respondents:*

- ♦ 12% between the ages of 18-24
- ♦ 34% between the ages 25-44
- ♦ 47% between the ages 45-64
- ♦ 7% were 65 years and older

#### *Annual Household Income:*

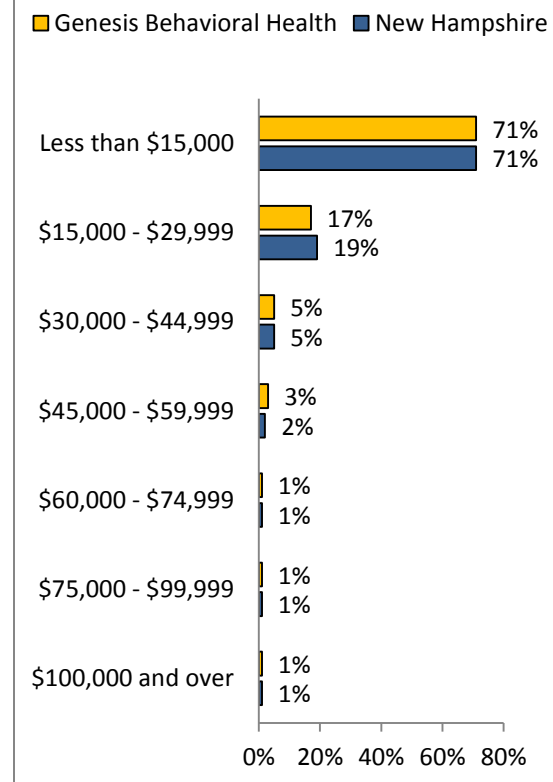
- ♦ 71% less than \$15,000
- ♦ 17% between \$15,000-\$29,999

Table 1: Race	% GEN*	% State
White (Caucasian)	92%	92%
American Indian or Alaska Native	5%	5%
Other	8%	4%
Black (African American)	1%	2%
Asian	0%	0.8%
Native Hawaiian or Other Pacific Islander	0%	0.2%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin	% GEN	% State
No	97%	97%
Yes	3%	3%

**Fig. 1: Annual Household Income**



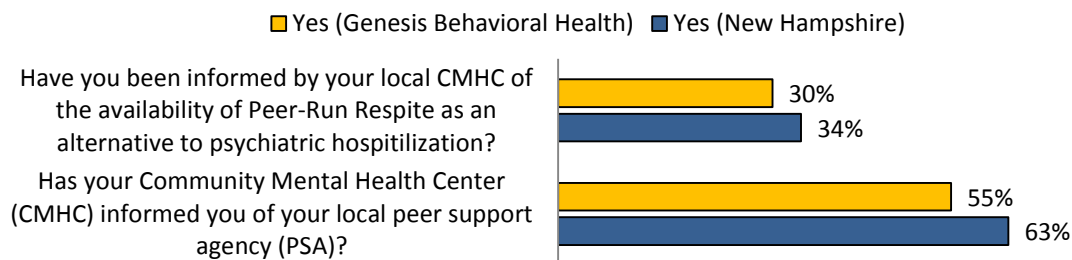
## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (81%), which is significantly lower than the statewide average (91%). Furthermore, even fewer respondents indicated that they had been informed about other peer support programs and treatment practices.

### Peer Support Programs

- ♦ 30% indicated they had been informed by their CMHC of the availability of the Peer-Run Respite as an alternative to psychiatric hospitalization (NH=34%)
- ♦ 55% indicated their CMHC informed them of their Local Peer Support Agency (NH=63%)

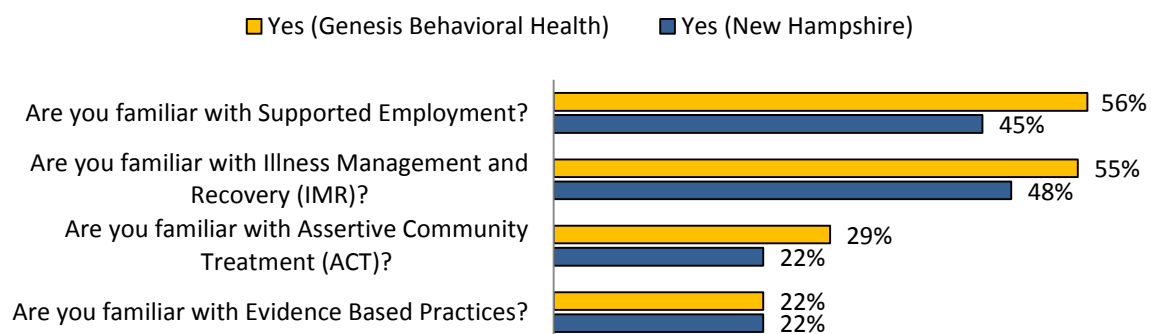
**Fig. 2: Informed of Availability of Peer-Run Respite and Peer Support Agency**



### Treatment Practices (2014 data only)

- ♦ Respondents were most familiar with Supported Employment (56%) and Illness Management and Recovery (55%). These percentages are higher than the state percentages of 45% and 48%, respectively.
- ♦ Respondents were less familiar with Assertive Community Treatment (29%) and Evidence Based Practices (22%). (NH=22% for each)

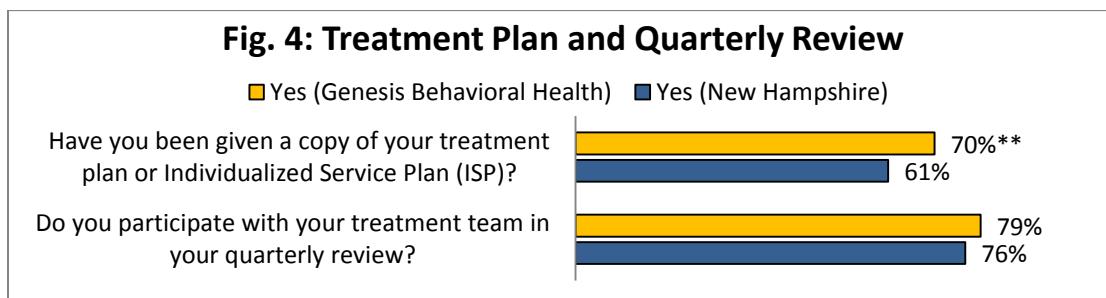
**Fig. 3: Familiarity with Various Treatment Practices**



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ♦ 70% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP), which is significantly higher than the state (61%).
- ♦ 79% indicated they participated with their treatment team in their quarterly review. This percentage is higher than the state percentage (76%).



\*\*p<.05 statistically significant, 2-tailed test

## Behavioral Outcomes

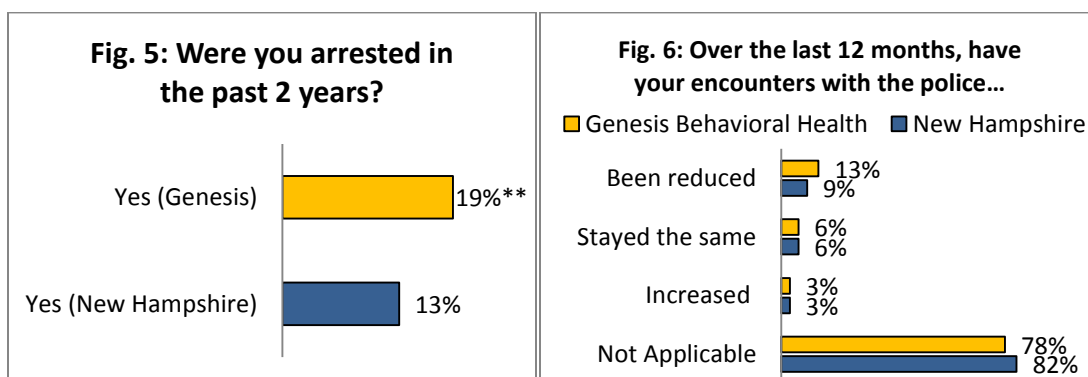
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### Arrest History

- ♦ 19% reported being arrested in the past 2 years, which is significantly higher than the state (13%).

### Police Encounters

- ♦ 13% reported a reduction in police encounters (NH=9%).
- ♦ 3% reported an increase in police encounters (NH=3%).

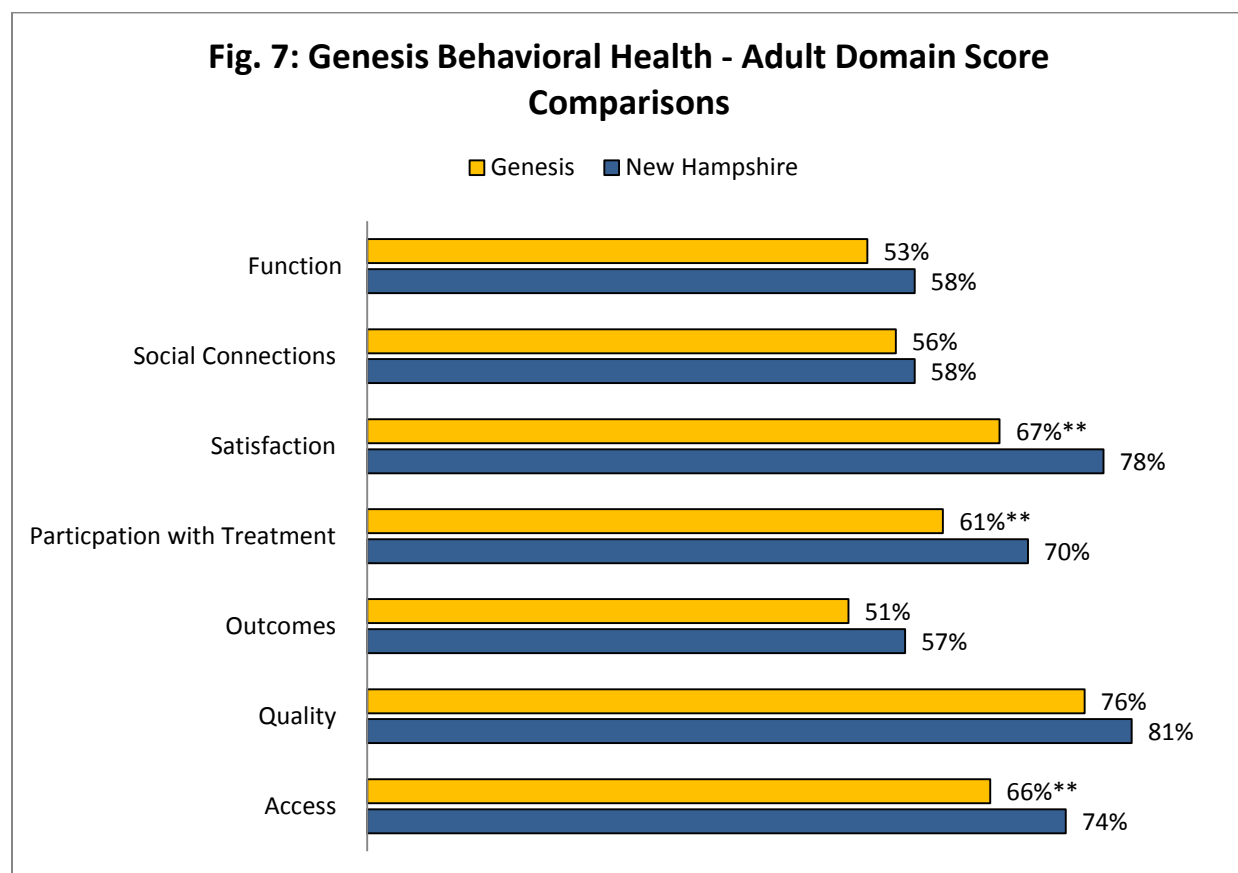


\*\*p<.05 statistically significant, 2-tailed test

## Domain Results

Figure 7 shows the domain scores from Genesis Behavioral Health as compared to the statewide average of New Hampshire. Genesis Behavioral Health reported a lower domain score than the statewide average in all categories.

- ♦ Genesis Behavioral Health reported a domain score of 67% for Satisfaction, which is significantly lower than the statewide average of 78%.
- ♦ Participation with Treatment (61%) was significantly lower than the statewide average (70%).
- ♦ Access (66%) was significantly lower than the statewide average (74%).
- ♦ Quality (76%) was 5% lower than the statewide average (81%).



\*\*p<.05 statistically significant, 2-tailed test

# Genesis Behavioral Health - Families of Children Receiving Services

## Survey Results

### Demographics

A total of 86 families responded to the Child and Youth Services Survey for Genesis Behavioral Health via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

#### Gender:

- ♦ 39% female (NH=41%)
- ♦ 61% male (NH=59%)

#### Racial Demographics:

- ♦ 95% White (Caucasian)
- ♦ 5% Other

#### Spanish/Hispanic/Latino Origin:

- ♦ 1% Spanish/Hispanic/Latino origin

#### Age of Child:

- ♦ 11% between the ages of 0-5
- ♦ 63% between the ages 6-11
- ♦ 26% between the ages 12-17

#### Annual Household Income:

- ♦ 34% less than \$15,000
- ♦ 31% between \$15,000-\$29,999

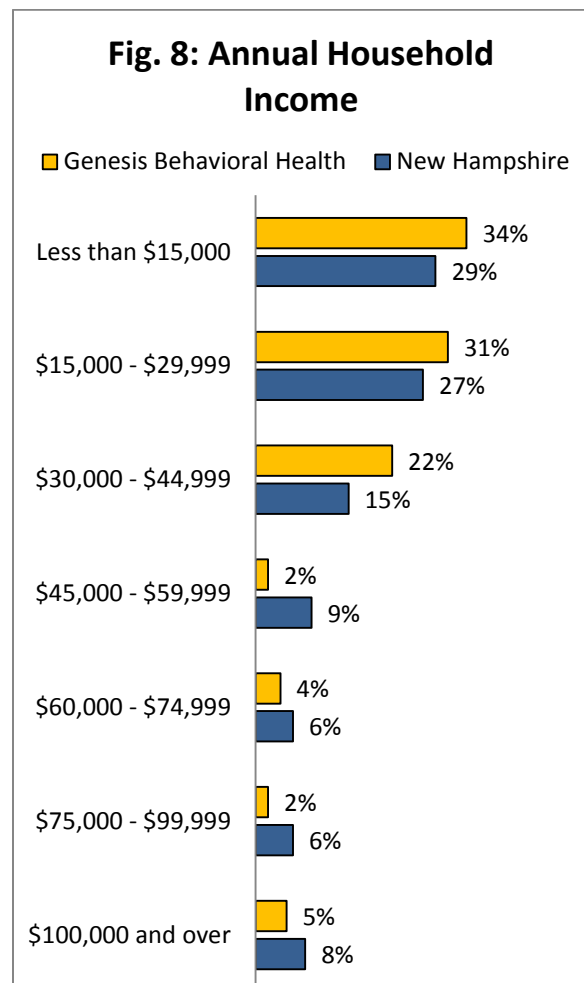
Table 2: Race**	% GEN*	% State
White (Caucasian)	95%	92%
American Indian or Alaska Native	1%	3%
Other	5%	5%
Black (African American)	0%	5%
Asian	1%	2%
Native Hawaiian or Other Pacific Islander	0%	1%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

\*\*p<.05 statistically significant, 2-tailed test. Race (other than/in addition to white).

Table 2a: Spanish/Hispanic/Latino Origin**	% GEN	% State
No	99%	92%
Yes	1%	8%

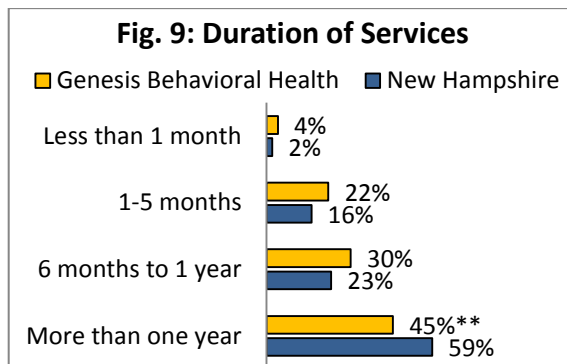
\*\*p<.05 statistically significant, 2-tailed test.



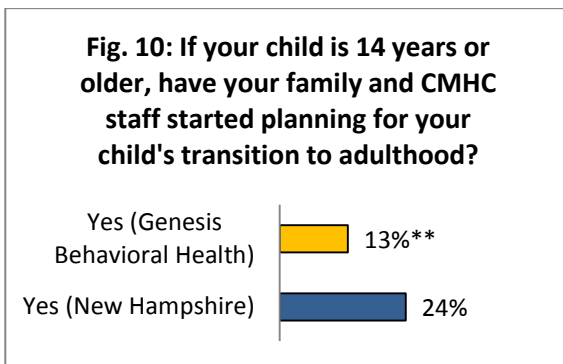
## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

- ♦ 45% indicated their child received services for more than one year (NH=59%).
- ♦ 13% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood, which is significantly lower than the state (24%).



\*\*p<.05 statistically significant, 2-tailed test.

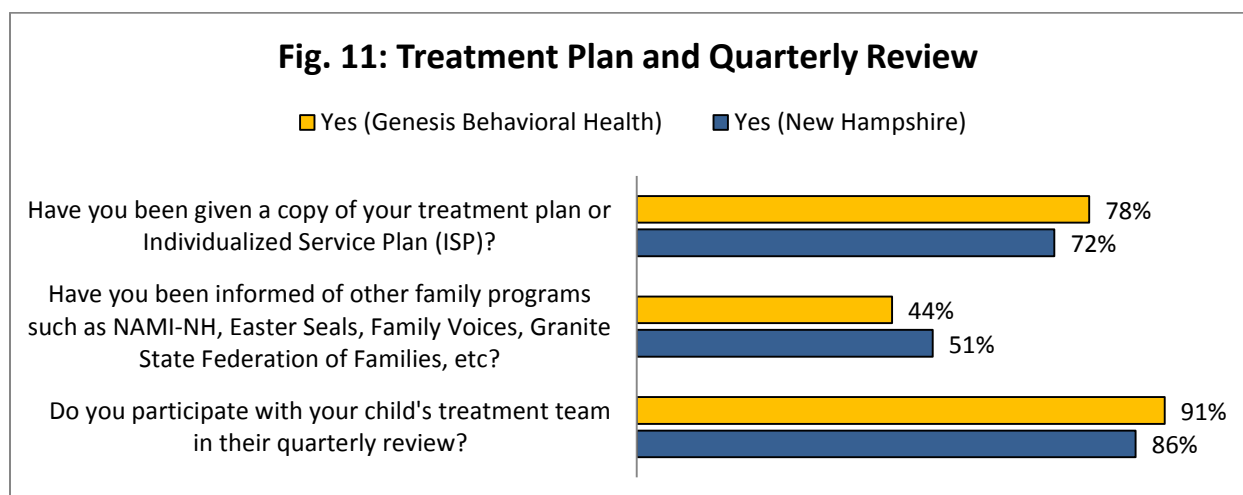


\*\*p<.05 statistically significant, 2-tailed test.

## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ♦ 78% were given a copy of their treatment plan or Individualized Service Plan which is higher than the statewide average of 72%.
- ♦ 44% had been informed of other family programs which is lower than the statewide average of 51%.
- ♦ 91% participate with their child's treatment team in their quarterly review which is higher than the statewide average of 86%.

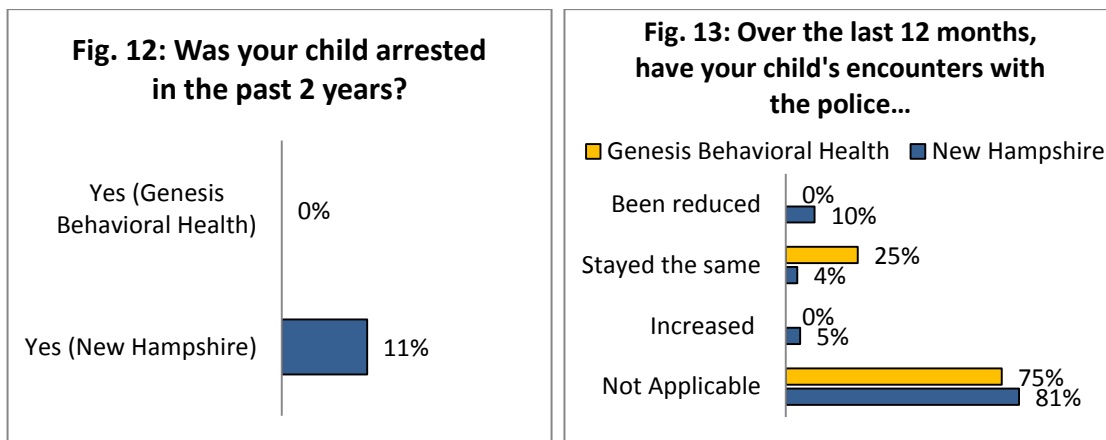


## Behavioral Outcomes

In an effort to measure behavioral outcomes families with children 14 years and older were asked questions about their child's arrest history and police encounters.

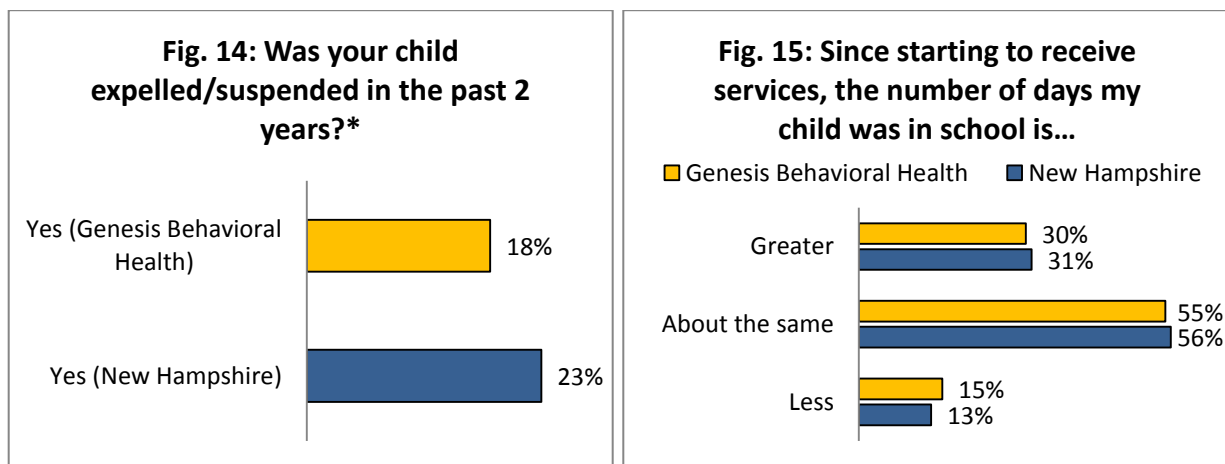
### *Arrest History and Police Encounters*

- ♦ 0% reported that their child was arrested in the past 2 years (NH=11%).
- ♦ 0% reported a reduction in police encounters (NH=10%).
- ♦ 0% reported an increase in police encounters (NH=5%).



### *School Attendance*

- ♦ 18% said their child was expelled or suspended in the past 2 years (NH=23%).
- ♦ 30% said the number of days their child was in school was greater since starting to receive services (NH=31%).
- ♦ 15% said the number of days their child was in school was less since starting to receive services (NH=13%).

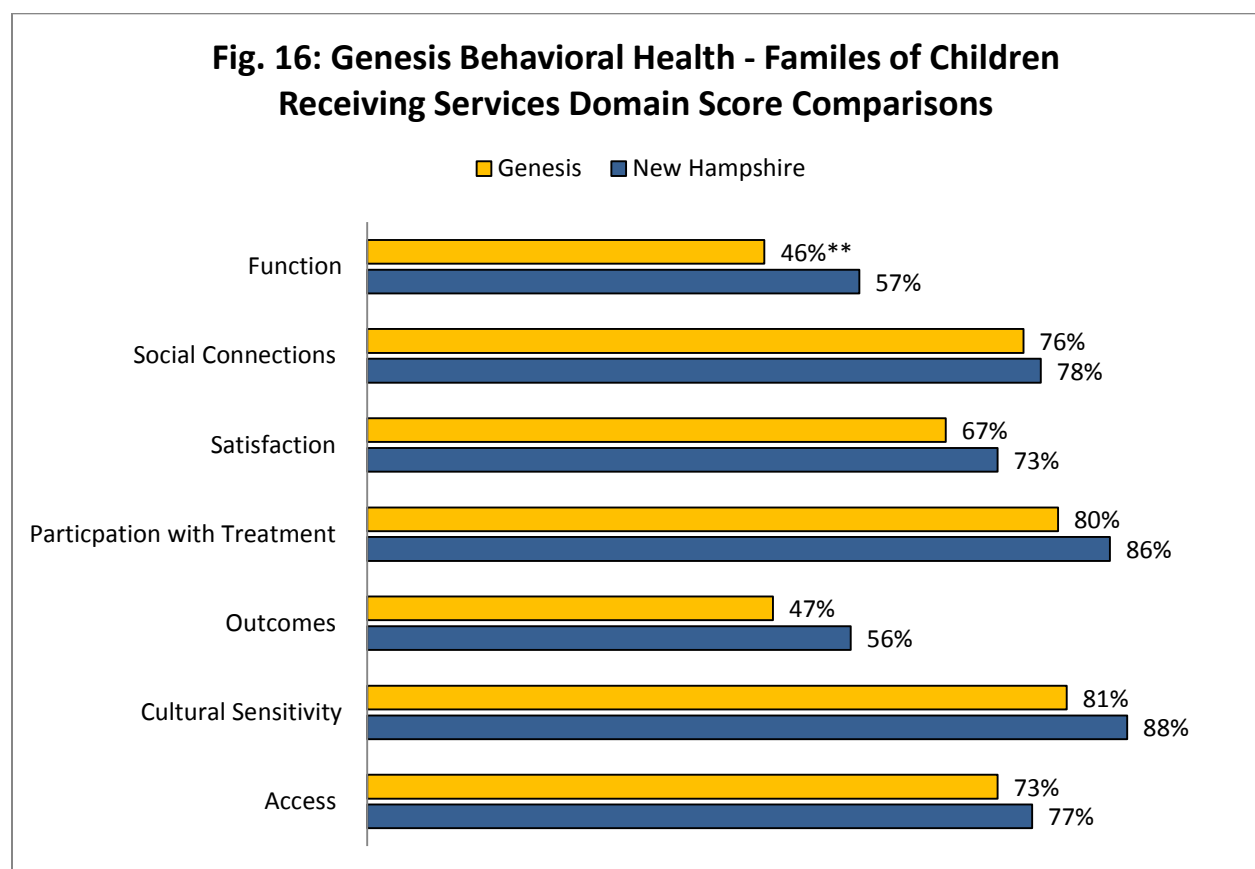


\*Data only reflects results from respondents 6 years and older.

## Domain Results

Figure 16 shows the domain scores from Genesis as compared to the statewide average for New Hampshire. Genesis scored lower on all domain scores compared to the overall state of New Hampshire, although only one of the differences was statistically significant (Function).

- ♦ Function (46%) was significantly lower than the statewide average (57%).
- ♦ Satisfaction: 67% (NH=73%).
- ♦ Participation with Treatment: 80% (NH=86%).
- ♦ Outcomes: 47% (NH=56%).



\*\*p<.05 statistically significant, 2-tailed test.



## Genesis Behavioral Health - Youth Survey Results

### Demographics

There were a total of 39 respondents for the Youth Services Survey from Genesis Behavioral Health via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

#### *Gender:*

- ♦ 44%\*\* female (NH=60%)
- ♦ 56% male (NH=40%)

#### *Age of Adult Respondents:*

- ♦ Range = 14-17
- ♦ Average age=15.4 (NH=15.6)

#### *Racial Demographics:*

- ♦ 90% White (Caucasian)
- ♦ 8% American Indian or Alaska Native
- ♦ 3% Other

#### *Currently in School:*

- ♦ 92% reported currently being in school which is on par with the statewide average of 92%.

#### *Spanish/Hispanic/Latino Origin:*

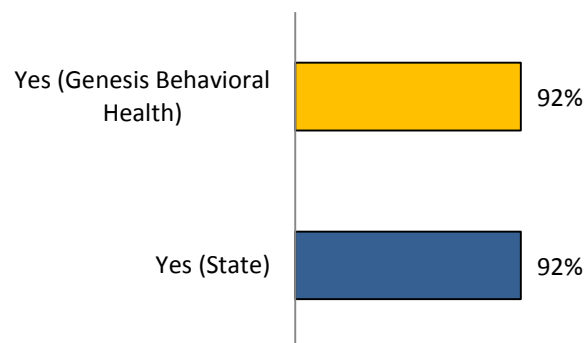
- ♦ 0% Spanish/Hispanic/Latino origin

<b>Table 3: Race</b>	<b>% GEN*</b>	<b>% State*</b>
White (Caucasian)	90%	91%
American Indian or Alaska Native	8%	5%
Other	3%	6%
Black (African American)	0%	3%
Asian	0%	0.1%
Native Hawaiian or Other Pacific Islander	0%	0.4%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

<b>Table 3a: Spanish/Hispanic/Latino Origin</b>	<b>% GEN</b>	<b>% State</b>
No	100%	91%
Yes	0%	7%

**Fig. 17: Currently in School**



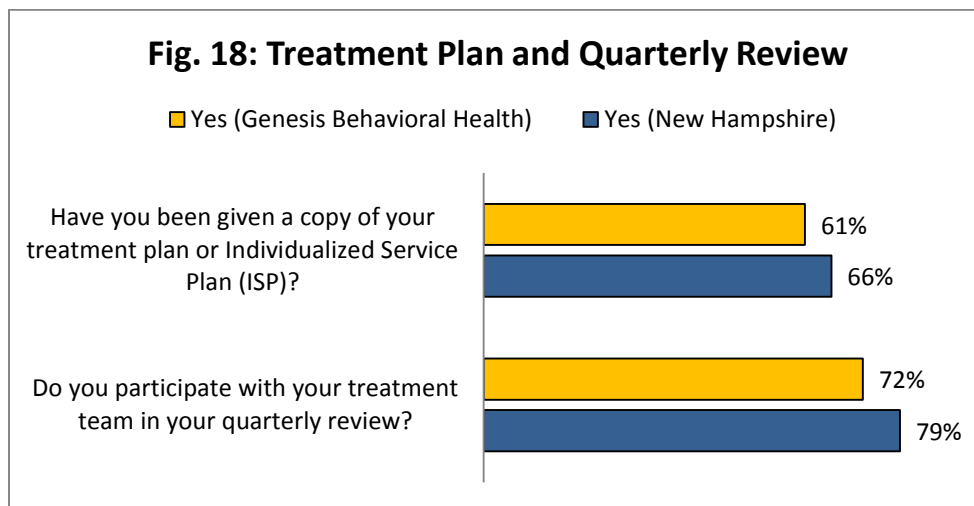
#### *Gender: Comparison to State*

- ♦ There were significantly fewer females from Genesis Behavioral Health (44%) than the statewide average (60%).

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

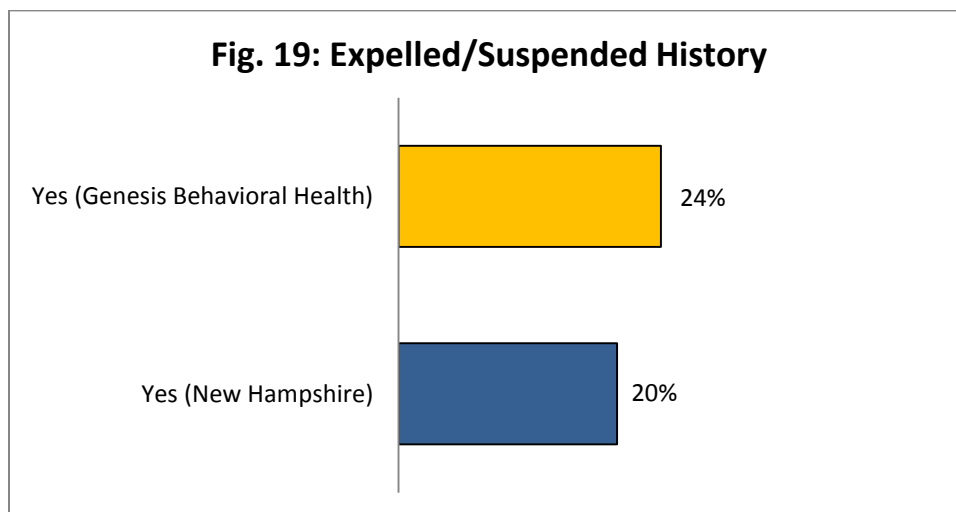
- ♦ 72% indicated they participated with their treatment team in their quarterly review (NH=79%).
- ♦ 61% said they were given a copy of their Individualized Service Plan (ISP) (NH=66%).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

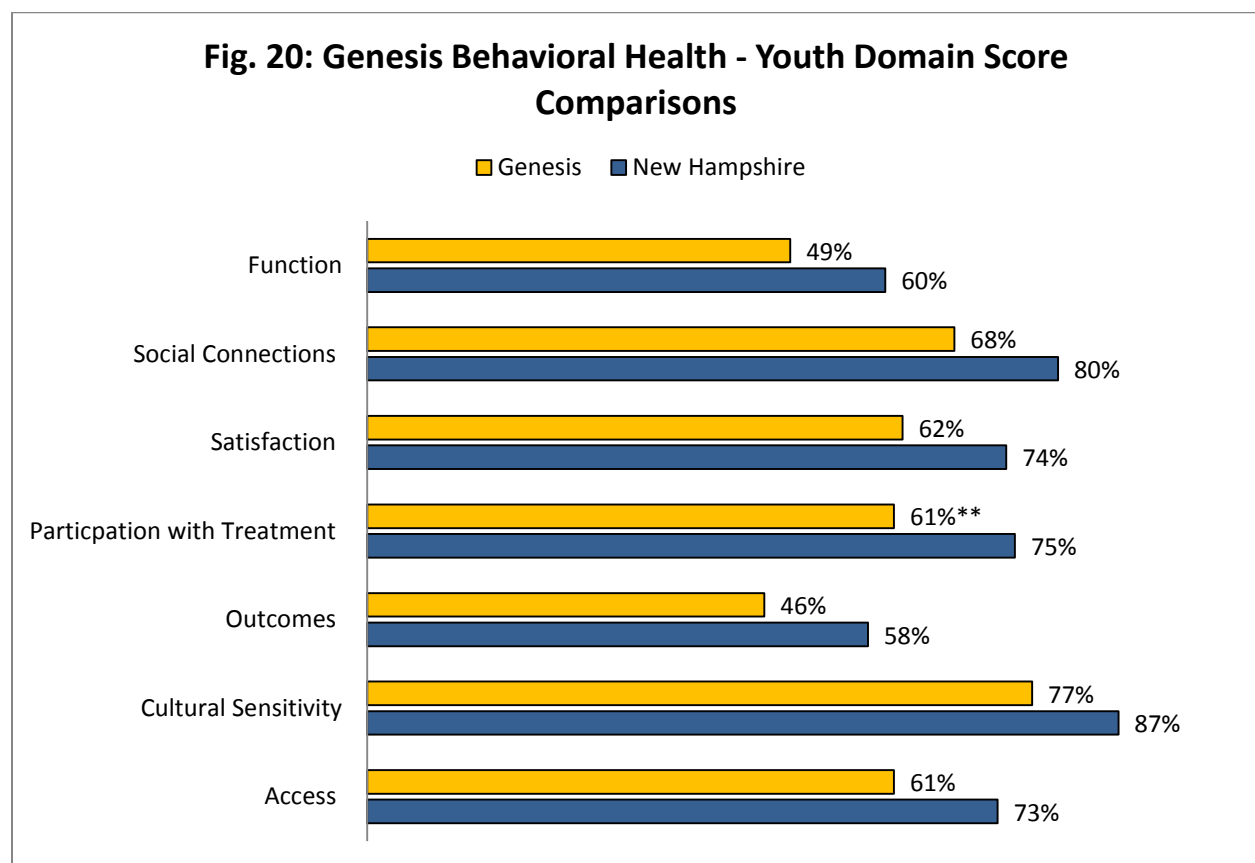
- ♦ 24% indicated they were expelled or suspended in the last 12 months (NH=20%).



## Domain Results

Figure 20 shows the domain scores from Genesis Behavioral Health as compared to the statewide average of New Hampshire. Genesis Behavioral Health scored lower in all seven of the categories with Participation with Treatment (61%) being significantly lower than the statewide average (75%).

- ♦ Participation with Treatment: 61% (NH=75%)
- ♦ Function: 49% (NH=60%)
- ♦ Social Connections: 68% (NH=80%)
- ♦ Satisfaction: 62% (NH=74%)
- ♦ Outcomes: 46% (NH=58%)
- ♦ Access: 61% (NH=73%)



\*\*p<.05 statistically significant, 2-tailed test



# Mental Health Center of Greater Manchester - Adult Survey Results

## Demographics

A total of 347 adult consumers from Manchester responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

### Gender:

- ♦ 58% female (NH=63%)
- ♦ 42%\*\* male (NH=37%)

### Racial Demographics:

- ♦ 88% White (Caucasian)
- ♦ 6% Other
- ♦ 4% Black (African American)

### Spanish/Hispanic/Latino Origin:

- ♦ 7% Spanish/Hispanic/Latino origin

### Age of Adult Respondents:

- ♦ 9% between the ages of 18-24
- ♦ 35% between the ages 25-44
- ♦ 50% between the ages 45-64
- ♦ 6% were 65 years and older

### Annual Household Income:

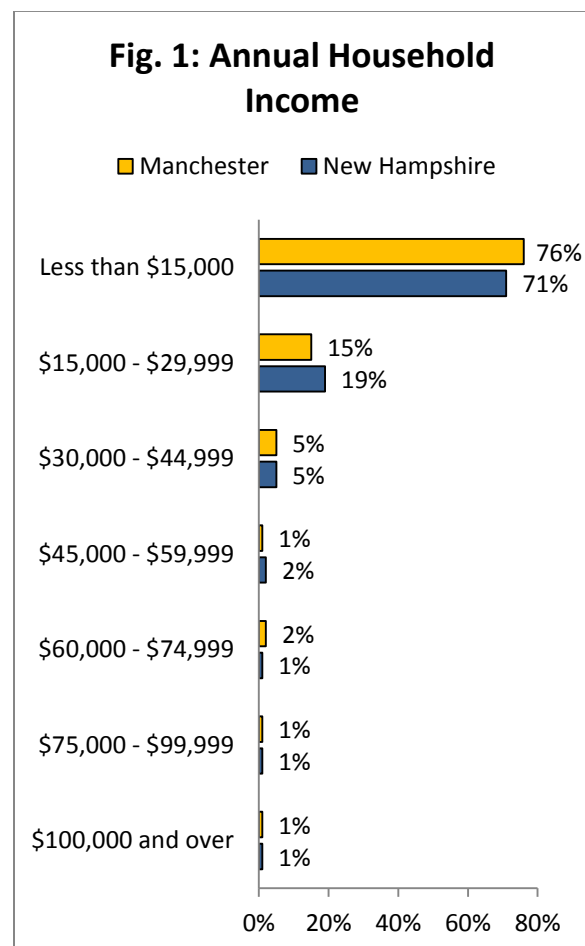
- ♦ 76% less than \$15,000
- ♦ 15% between \$15,000-\$29,999

Table 1: Race	% MAN*	% State
White (Caucasian)	88%	92%
American Indian or Alaska Native	4%	5%
Other	6%	4%
Black (African American)	4%	2%
Asian	1%	0.8%
Native Hawaiian or Other Pacific Islander	0.3%	0.2%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin**	% MAN	% State
No	93%	97%
Yes	7%	3%

\*\*p<.05 statistically significant, 2-tailed test

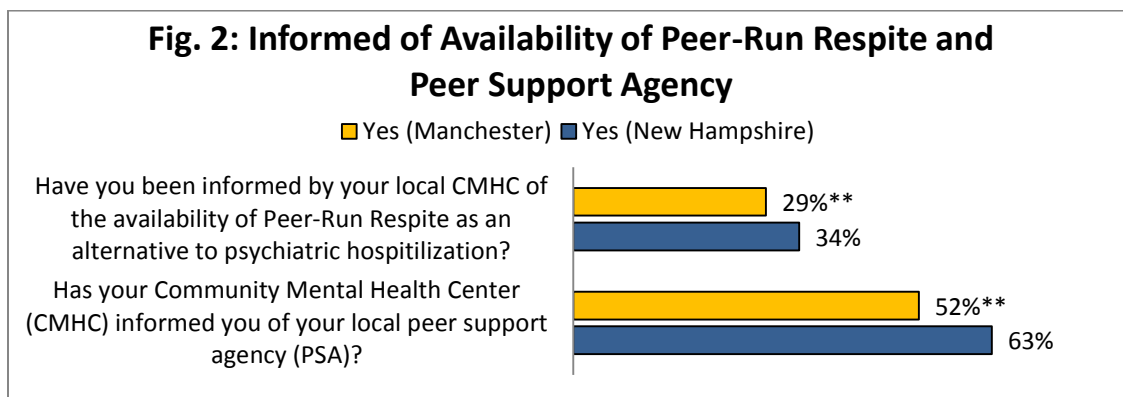


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (91%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

### Peer Support Programs

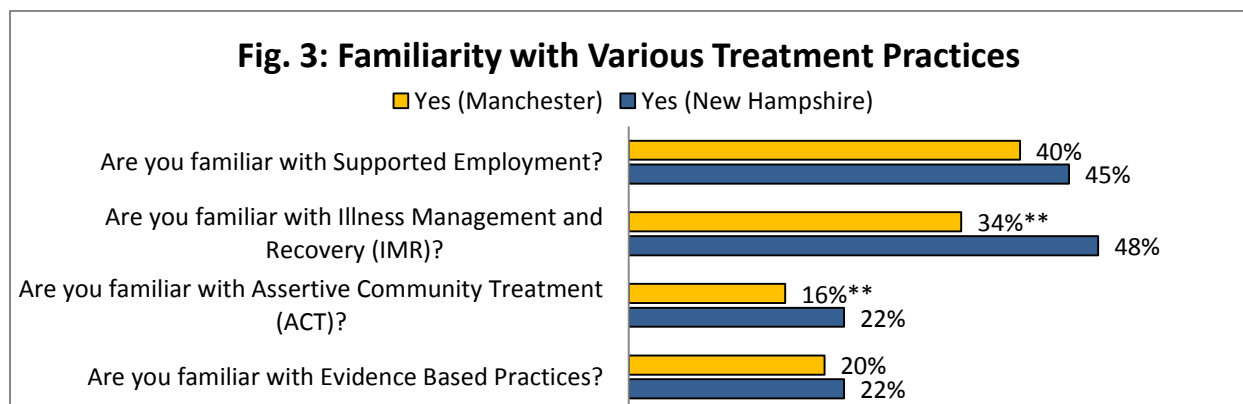
- ♦ 29% indicated they had been informed by their CMHC of the availability of the Peer-Run Respite as an alternative to psychiatric hospitalization, which is significantly lower than the state (34%).
- ♦ 52% indicated their CMHC informed them of their Local Peer Support Agency, which is significantly lower than the state (63%).



\*\*p<.05 statistically significant, 2-tailed test

### Treatment Practices (2014 data only)

- ♦ Respondents were most familiar with Supported Employment (40%) and Illness Management and Recovery (34%). These percentages are lower than the state percentages of 45% and 48%, respectively, with Supported Employment being significantly lower than the state.
- ♦ Respondents were significantly less familiar with Assertive Community Treatment (16%), compared to the state (22%).

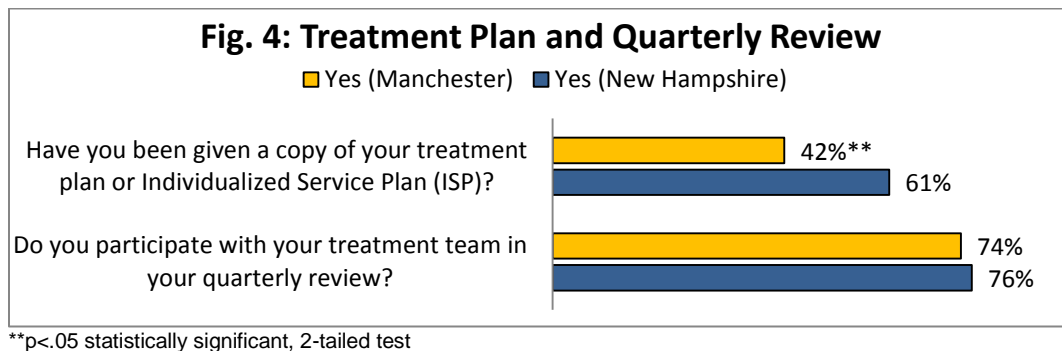


\*\*p<.05 statistically significant, 2-tailed test

## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ♦ 42% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP), which is significantly lower than the state (61%).



## Behavioral Outcomes

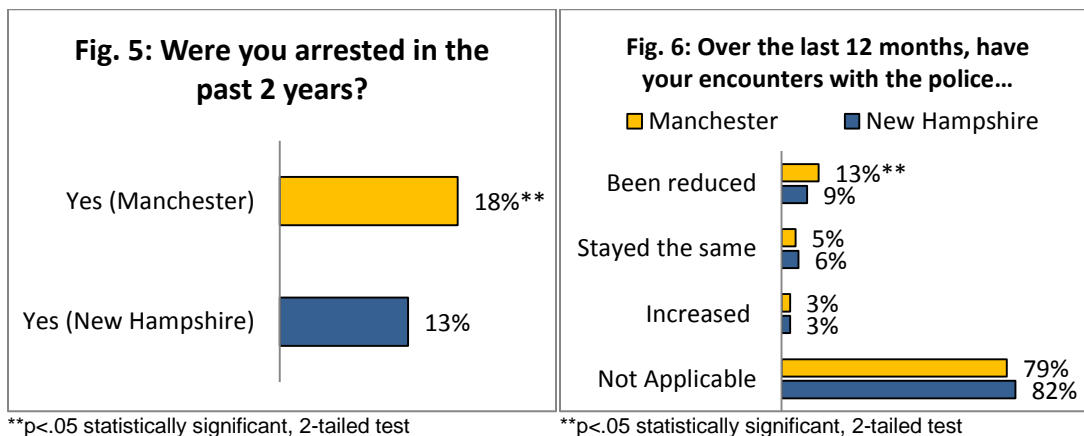
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### Arrest History

- ♦ 18% reported being arrested in the past 2 years, which is significantly higher than the state (13%).

### Police Encounters

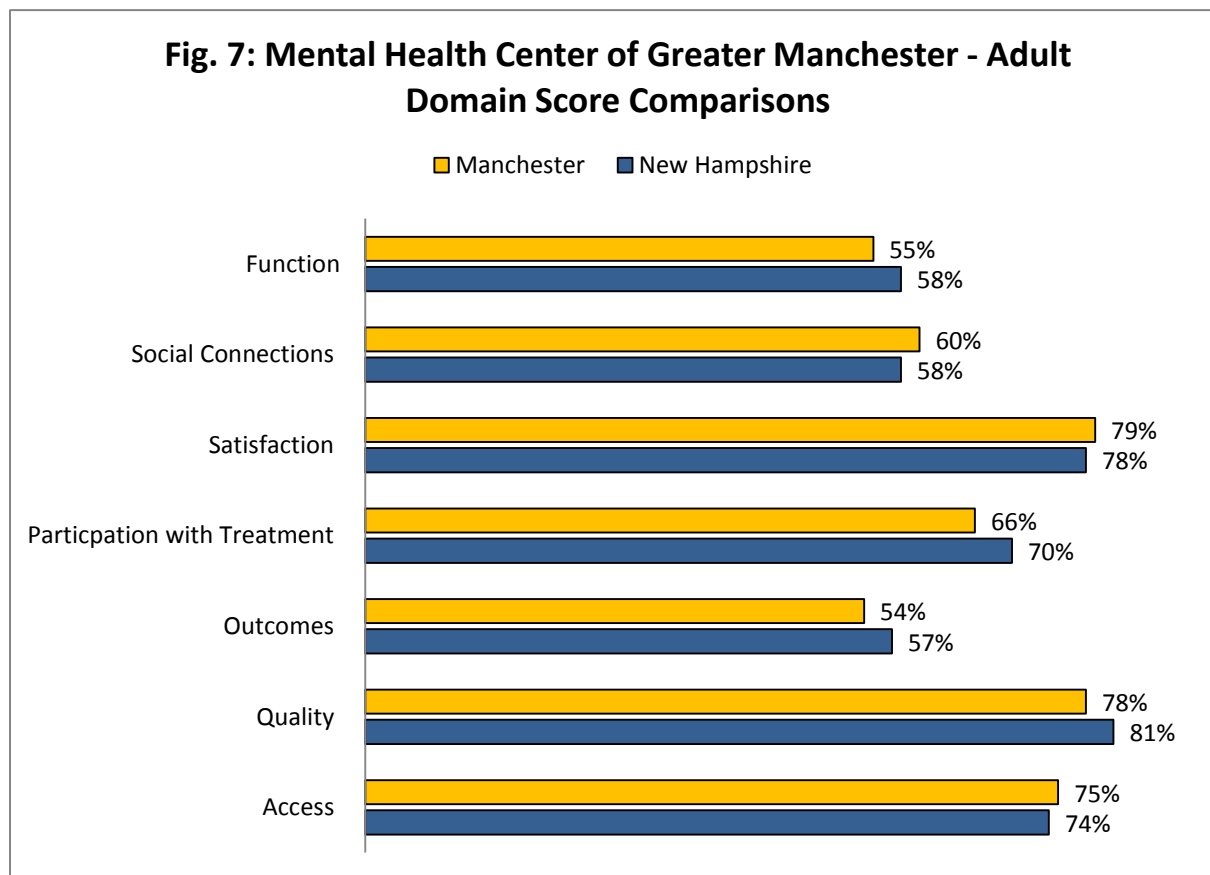
- ♦ 13% reported a reduction in police encounters, which is significantly higher than the state (9%).



## Domain Results

Figure 7 shows the domain scores from Manchester as compared to the statewide average of New Hampshire. Manchester reported a lower domain score than the statewide average in four categories.

- ♦ Manchester reported a domain score of 55% for Function, which is 3% lower than the statewide average of 58%.
- ♦ Participation with Treatment (66%) was 4% lower than the statewide average (70%).
- ♦ Access (75%) was slightly higher than the statewide average (74%).
- ♦ Social Connections (60%) was slightly higher than the statewide average (58%).





# Mental Health Center of Greater Manchester - Families of Children Receiving Services Survey Results

## Demographics

A total of 192 families responded to the Child and Youth Services Survey for Manchester via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

### *Gender:*

- ♦ 42% female (NH=41%)
- ♦ 58% male (NH=59%)

### *Racial Demographics:*

- ♦ 88% White (Caucasian)
- ♦ 10% Other
- ♦ 8% Black (African American)

### *Spanish/Hispanic/Latino Origin:*

- ♦ 20% Spanish/Hispanic/Latino origin

### *Age of Child:*

- ♦ 9% between the ages of 0-5
- ♦ 70% between the ages 6-11
- ♦ 21% between the ages 12-17

### *Annual Household Income:*

- ♦ 34% less than \$15,000
- ♦ 31% between \$15,000-\$29,999

<b>Table 2: Race**</b>	<b>% MAN*</b>	<b>% State</b>
White (Caucasian)	88%	92%
American Indian or Alaska Native	3%	3%
Other	10%	5%
Black (African American)	8%	5%
Asian	2%	2%
Native Hawaiian or Other Pacific Islander	0%	1%

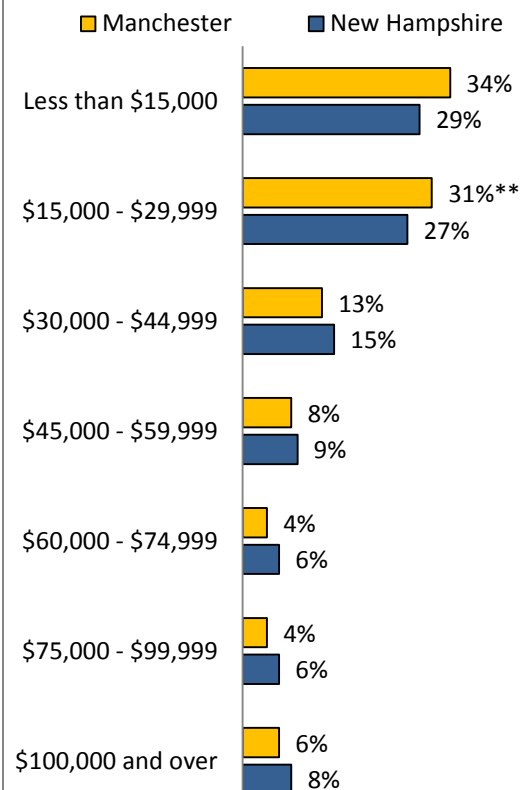
\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

\*\*p<.05 statistically significant, 2-tailed test. Race (other than/in addition to white).

<b>Table 2a: Spanish/Hispanic/Latino Origin**</b>	<b>% MAN</b>	<b>% State</b>
No	80%	92%
Yes	20%	8%

\*\*p<.05 statistically significant, 2-tailed test.

**Fig. 8: Annual Household Income**

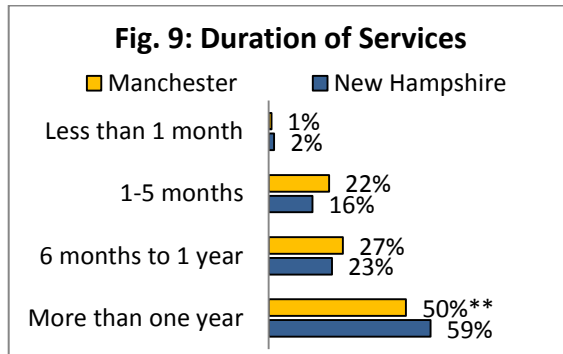


\*\*p<.05 statistically significant, 2-tailed test for those making under \$30,000.

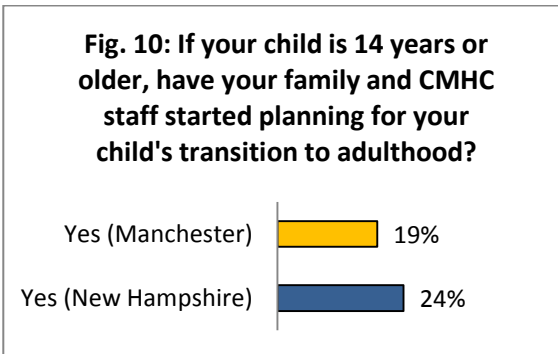
## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

- ♦ 50% indicated their child received services for more than one year, which is significantly lower than the state (59%).
- ♦ 19% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood (NH=24%).



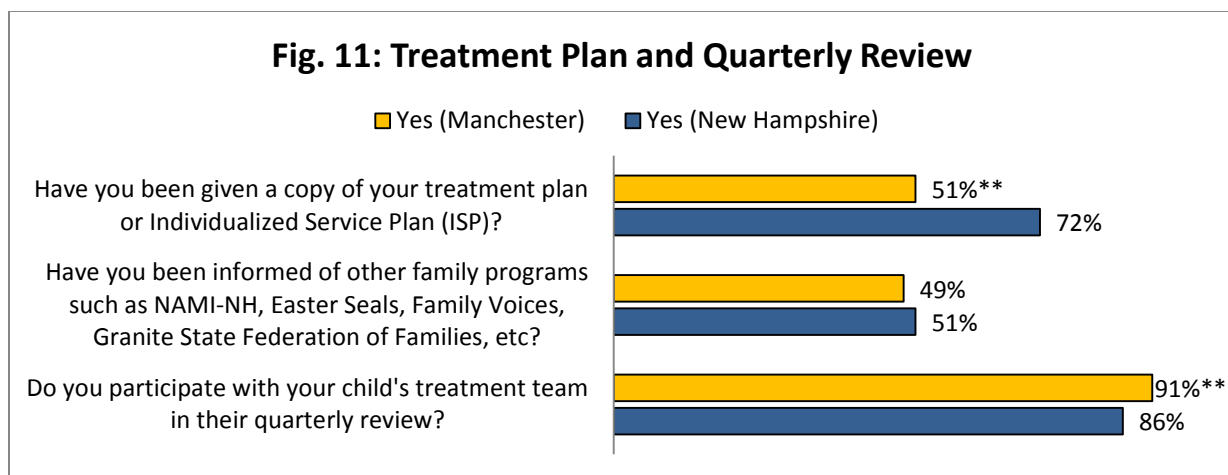
\*\*p<.05 statistically significant, 2-tailed test.



## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ♦ 51% were given a copy of their treatment plan or Individualized Service Plan, which is significantly lower than the statewide average of 72%.
- ♦ 91% participate with their child's treatment team in their quarterly review, which is significantly higher than the statewide average of 86%.



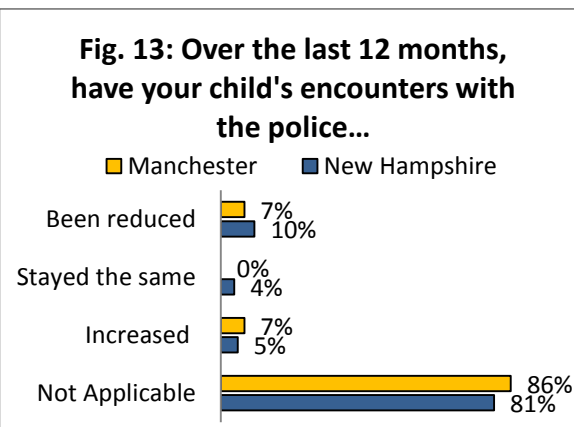
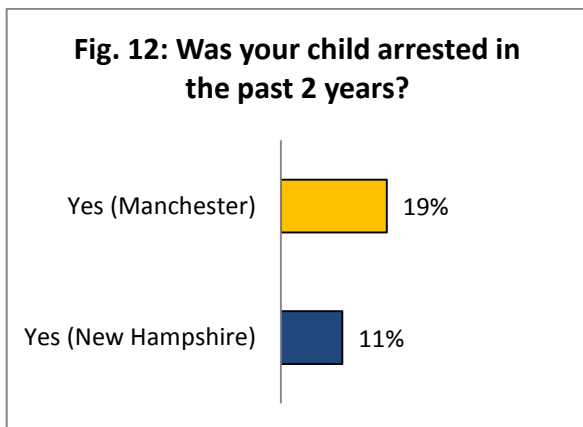
\*\*p<.05 statistically significant, 2-tailed test.

## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

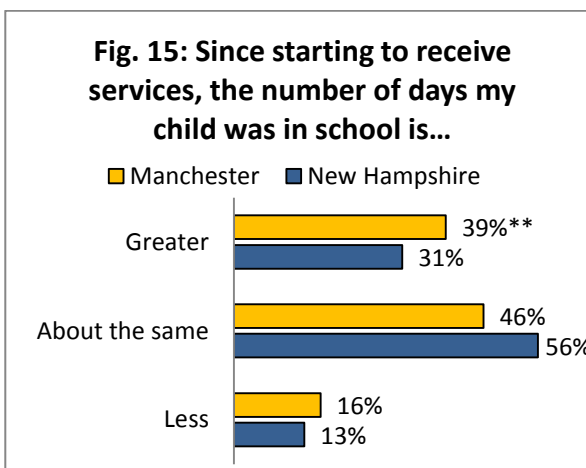
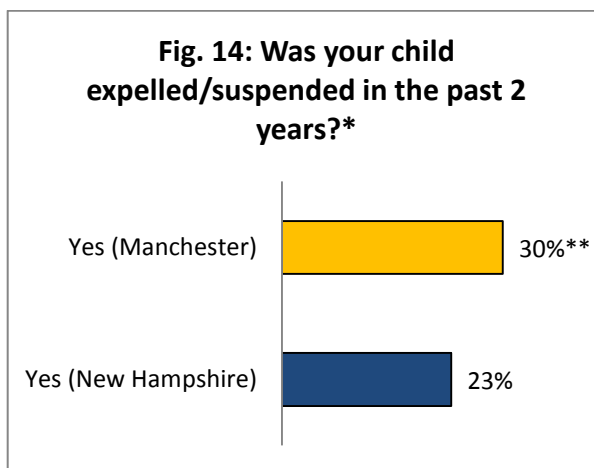
### *Arrest History and Police Encounters*

- ♦ 19% reported that their child was arrested in the past 2 years (NH=11%).
- ♦ 7% reported a reduction in police encounters (NH=10%).



### *School Attendance*

- ♦ 30% said their child was expelled or suspended in the past 2 years (NH=23%).
- ♦ 39% said the number of days their child was in school was greater since starting to receive services (NH=31%).
- ♦ 16% said the number of days their child was in school was less since starting to receive services (NH=13%).



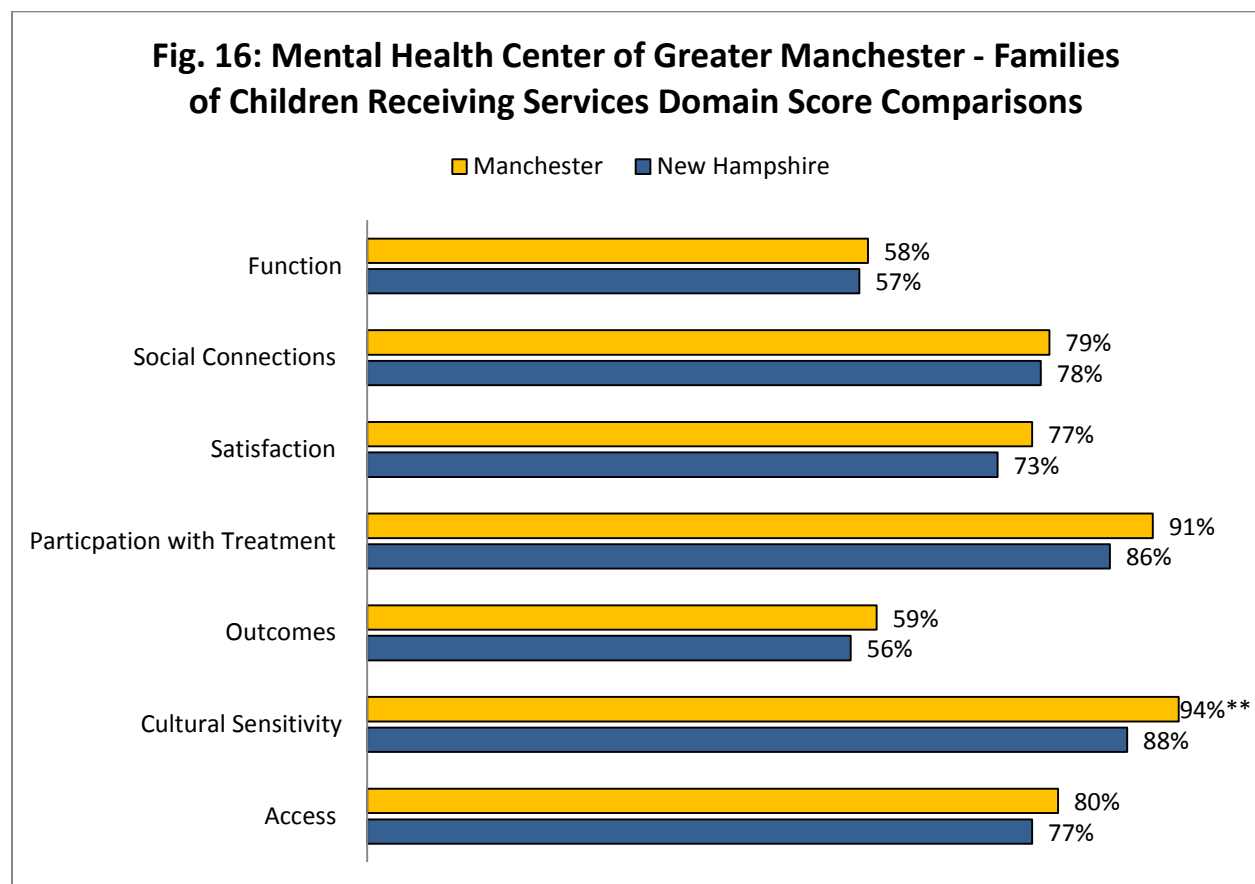
\*Data only reflects results from respondents 6 years and older \*\*p<.05 statistically significant, 2-tailed test.

\*\*p<.05 statistically significant, 2-tailed test.

## Domain Results

Figure 16 shows the domain scores from Manchester as compared to the statewide average for New Hampshire. Manchester scored higher than the overall state of New Hampshire on all categories, but only Cultural Sensitivity showed a statistically higher difference.

- ♦ Manchester' domain score for Cultural Sensitivity was 94% (NH=88%).
- ♦ Satisfaction: 77% (NH=73%).
- ♦ Participation with Treatment: 91% (NH=86%).
- ♦ Access: 80% (NH=77%).



\*\*p<.05 statistically significant, 2-tailed test.

# Mental Health Center of Greater Manchester - Youth Survey Results

## Demographics

There were a total of 101 respondents for the Youth Services Survey from Manchester via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

### *Gender:*

- ♦ 55%\*\* female (NH=60%)
- ♦ 45% male (NH=40%)

### *Age of Adult Respondents:*

- ♦ Range = 14-17
- ♦ Average age=15.6 (NH=15.6)

### *Racial Demographics:*

- ♦ 82% White (Caucasian)
- ♦ 13% Other
- ♦ 8% American Indian or Alaska Native

### *Currently in School:*

- ♦ 95% reported currently being in school which is higher than the statewide average of 92%.

### *Spanish/Hispanic/Latino Origin:*

- ♦ 21% Spanish/Hispanic/Latino origin

<b>Table 3: Race**</b>	<b>% MAN*</b>	<b>% State*</b>
White (Caucasian)	82%	91%
American Indian or Alaska Native	8%	5%
Other	13%	6%
Black (African American)	8%	3%
Asian	0%	0.1%
Native Hawaiian or Other Pacific Islander	0%	0.4%

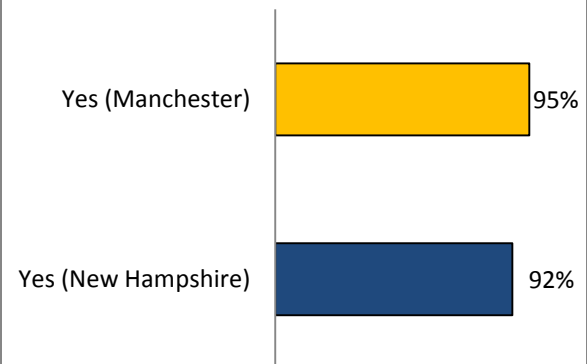
\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

\*\*p<.05 statistically significant; 2-tailed test. Race (other than/in addition to white).

<b>Table 3a: Spanish/Hispanic/Latino Origin**</b>	<b>% MAN</b>	<b>% State</b>
No	79%	91%
Yes	21%	7%

\*\*p<.05 statistically significant; 2-tailed test

**Fig. 17: Currently in School**



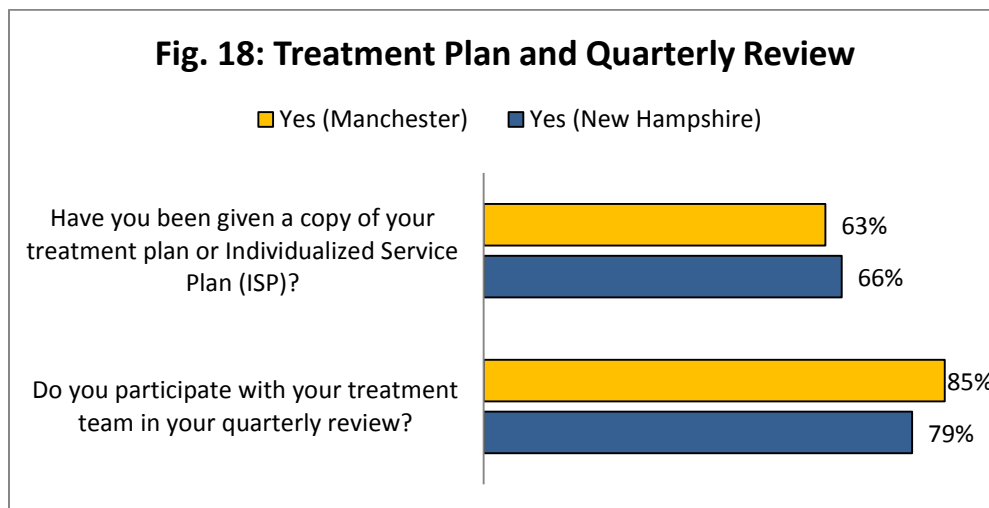
### *Race and Gender: Comparison to State*

- ♦ Significantly more respondents from Manchester reported being a race other than white or in addition to white than the statewide average. Additionally, significantly fewer respondents reported being female.

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

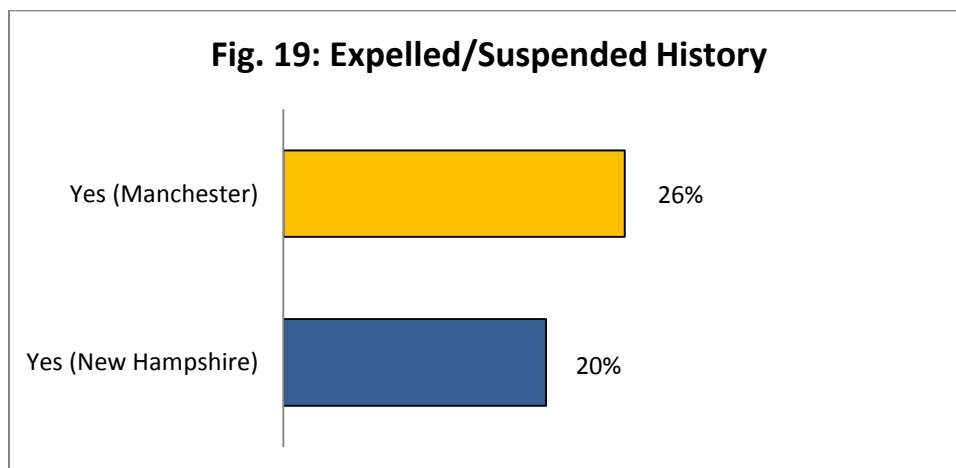
- ♦ 85% indicated they participated with their treatment team in their quarterly review (NH=79%).
- ♦ 63% said they were given a copy of their Individualized Service Plan (ISP) (NH=66%).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

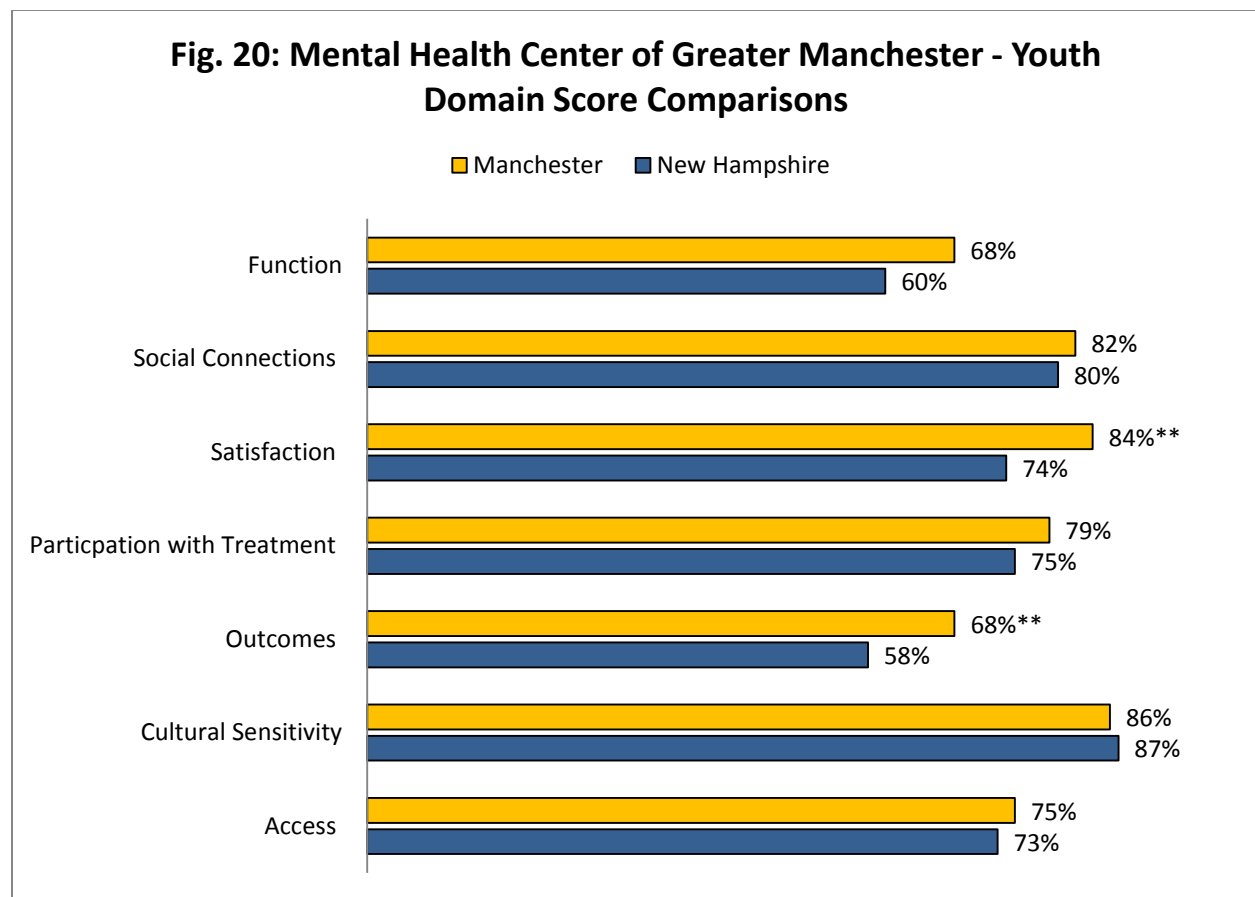
- ♦ 26% indicated they were expelled or suspended in the last 12 months (NH=20%).



## Domain Results

Figure 20 shows the domain scores from Manchester as compared to the statewide average of New Hampshire. Manchester scored higher in all categories with the exception of Cultural Sensitivity. The scores for Satisfaction (84%) and Outcomes (68%) were significantly higher than the statewide averages (74% and 58%, respectively).

- ♦ Satisfaction: 84% (NH=74%)
- ♦ Outcomes: 68% (NH=58%)
- ♦ Function: 68% (NH=60%)
- ♦ Cultural Sensitivity: 86% (NH=87%)



\*\*p<.05 statistically significant, 2-tailed test





## Monadnock Behavioral Health - Adult Survey Results

### Demographics

A total of 147 adult consumers from Monadnock responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

#### *Gender:*

- ♦ 67% female (NH=63%)
- ♦ 33% male (NH=37%)

#### *Racial Demographics:*

- ♦ 92% White (Caucasian)
- ♦ 4% American Indian or Alaskan Native

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 1% Spanish/Hispanic/Latino origin

#### *Age of Adult Respondents:*

- ♦ 5% between the ages of 18-24
- ♦ 25% between the ages 25-44
- ♦ 66% between the ages 45-64
- ♦ 4% were 65 years and older

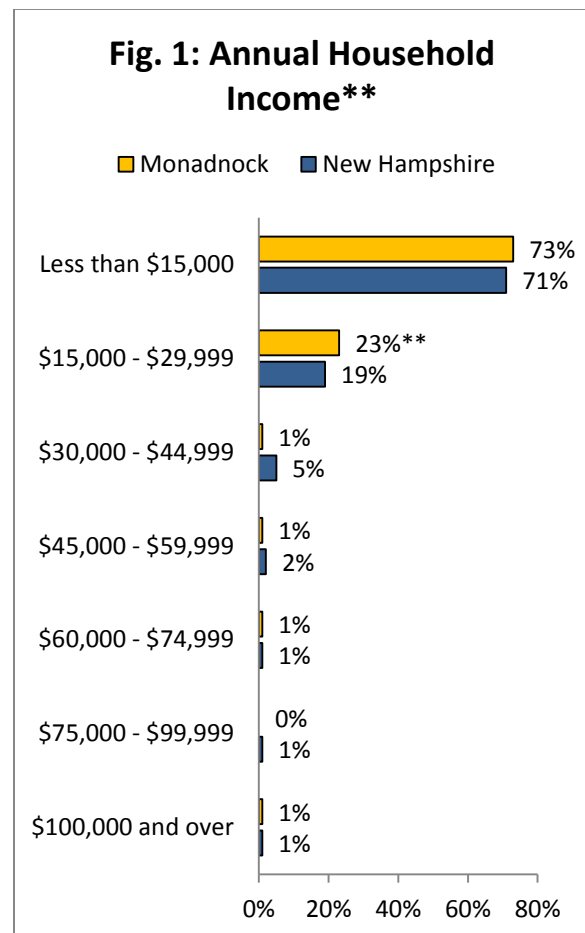
#### *Annual Household Income:*

- ♦ 73% less than \$15,000
- ♦ 23% between \$15,000-\$29,999

Table 1: Race	% MON*	% State
White (Caucasian)	92%	92%
American Indian or Alaska Native	4%	5%
Other	5%	4%
Black (African American)	2%	2%
Asian	1%	0.8%
Native Hawaiian or Other Pacific Islander	1%	0.2%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin	% MON	% State
No	99%	97%
Yes	1%	3%



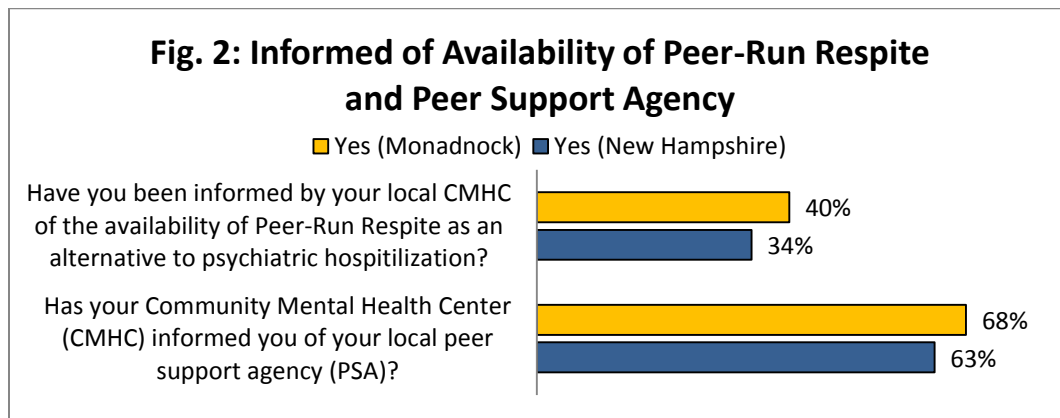
\*\*p<.05 statistically significant, 2-tailed test

## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (93%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

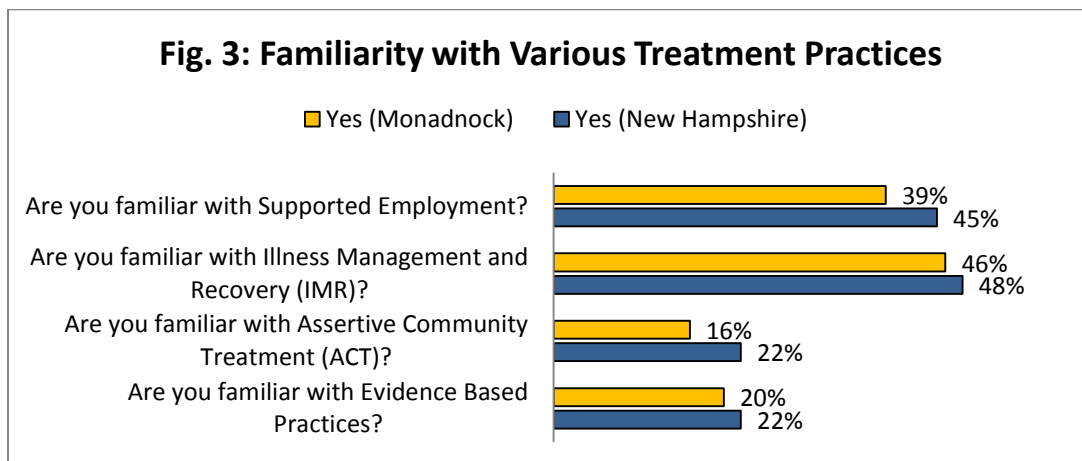
### *Peer Support Programs*

- ♦ 40% indicated they had been informed by their CMHC of the availability of the Peer-Run Respite as an alternative to psychiatric hospitalization (NH=34%)
- ♦ 68% indicated their CMHC informed them of their Local Peer Support Agency (NH=63%)



### *Treatment Practices (2014 data only)*

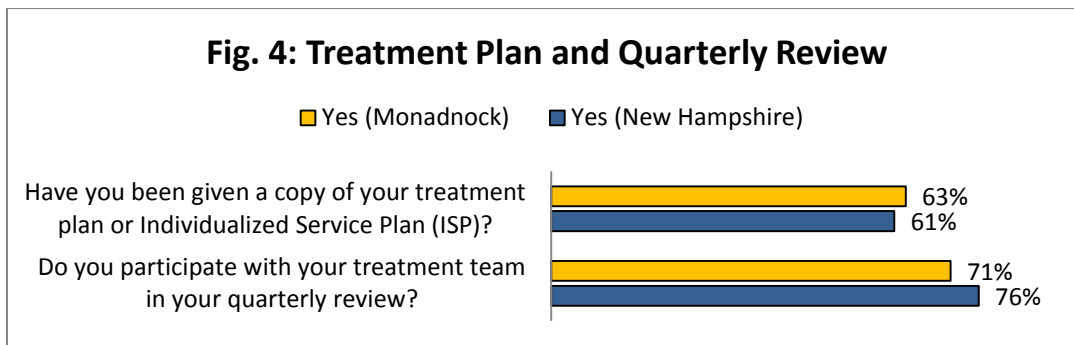
- ♦ Respondents were most familiar with Illness Management and Recovery (46%) and Supported Employment (39%). These percentages are lower than the state percentages of 48% and 45%, respectively.
- ♦ Respondents were less familiar with Assertive Community Treatment (16%) and Evidence Based Practices (20%). (NH=22% for each)



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ♦ 63% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP) (NH=61%).
- ♦ 71% indicated they participated with their treatment team in their quarterly review. This percentage is notably lower than the state percentage (76%).



## Behavioral Outcomes

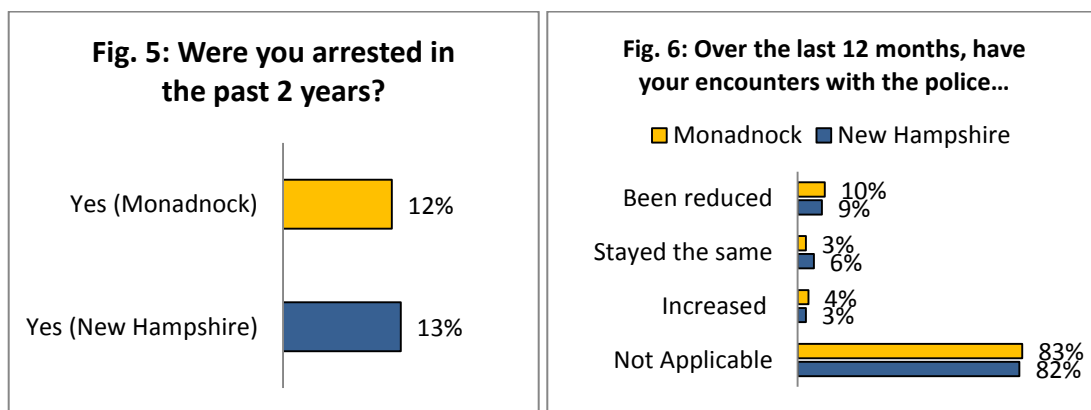
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### *Arrest History*

- ♦ 12% reported being arrested in the past 2 years (NH=13%).

### *Police Encounters*

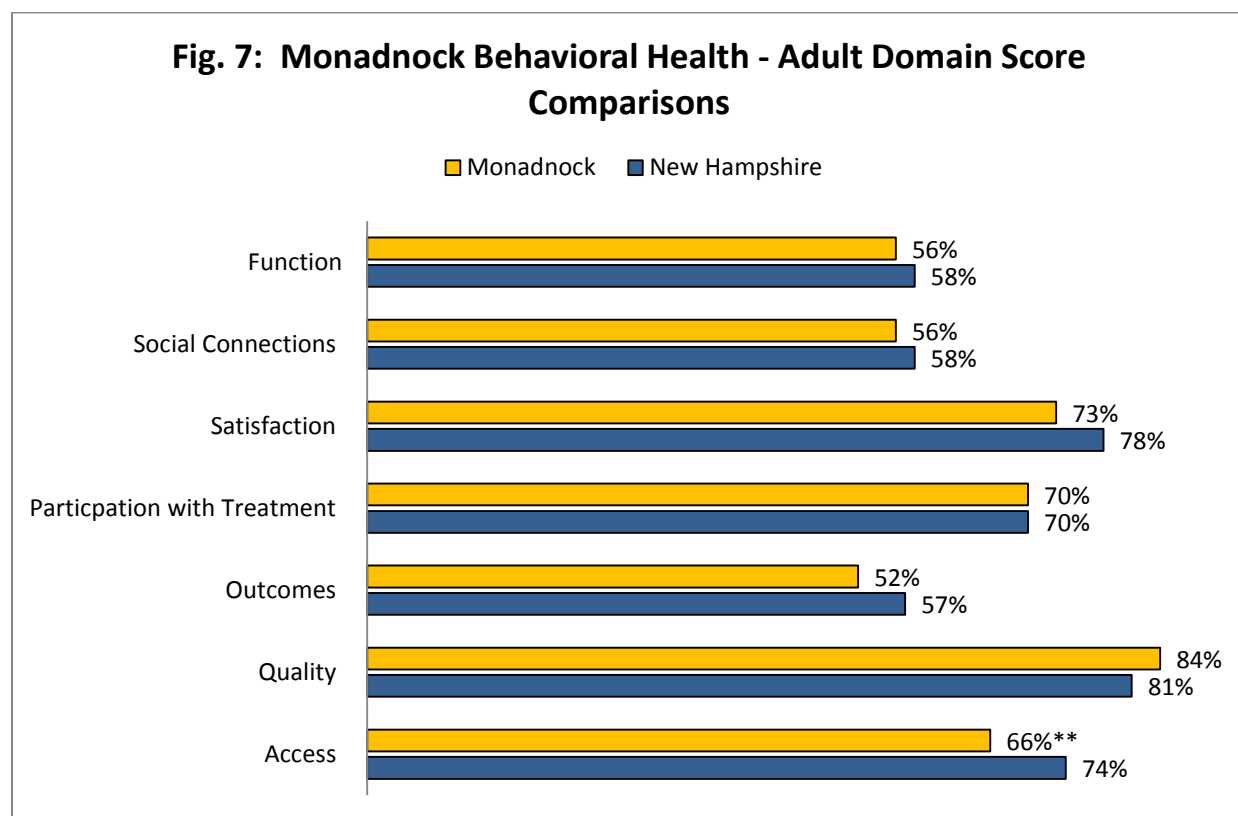
- ♦ 10% reported a reduction in police encounters (NH=9%).
- ♦ 4% reported an increase in police encounters (NH=3%).



## Domain Results

Figure 7 shows the domain scores from Monadnock as compared to the statewide average of New Hampshire. Monadnock reported a lower domain score than the statewide average in five of the seven categories.

- ♦ Monadnock reported a domain score of 66% for Access, which is significantly lower than the statewide average of 74%.
- ♦ Satisfaction (73%) was 5% lower than the statewide average (78%).
- ♦ Domain scores for Outcomes (52%) was 5% lower than the statewide average (57%).
- ♦ Quality (84%) was 3% higher than the statewide average (81%).



\*\*p<.05 statistically significant, 2-tailed test

## Monadnock Behavioral Health - Families of Children Receiving Services Survey Results

### Demographics

A total of 192 families responded to the Child and Youth Services Survey for Monadnock via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

#### *Gender:*

- ♦ 55% female (NH=41%)
- ♦ 45%\*\* male (NH=59%)

#### *Racial Demographics:*

- ♦ 99% White (Caucasian)
- ♦ 5% Black (African American)
- ♦ 4% American Indian or Alaska Native

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 4% Spanish/Hispanic/Latino origin

#### *Age of Child:*

- ♦ 11% between the ages of 0-5
- ♦ 78% between the ages 6-11
- ♦ 11% between the ages 12-17

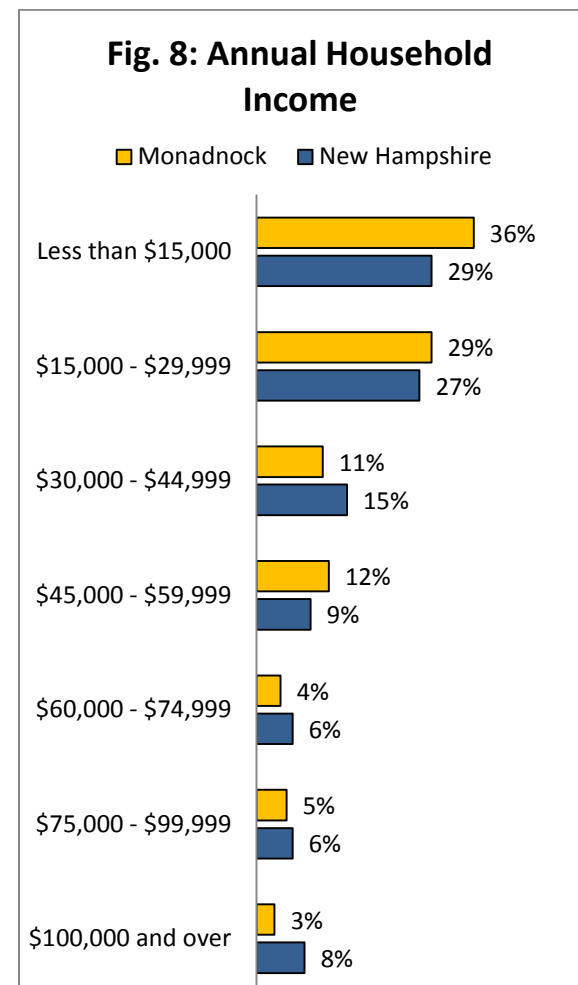
#### *Annual Household Income:*

- ♦ 36% less than \$15,000
- ♦ 29% between \$15,000-\$29,999

<b>Table 2: Race</b>	<b>% MON*</b>	<b>% State</b>
White (Caucasian)	99%	92%
American Indian or Alaska Native	4%	3%
Other	2%	5%
Black (African American)	5%	5%
Asian	2%	2%
Native Hawaiian or Other Pacific Islander	1%	1%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

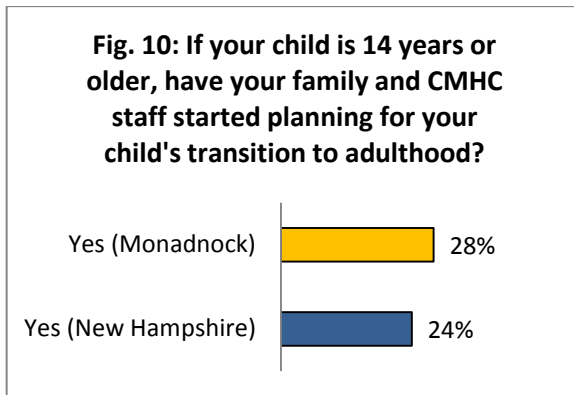
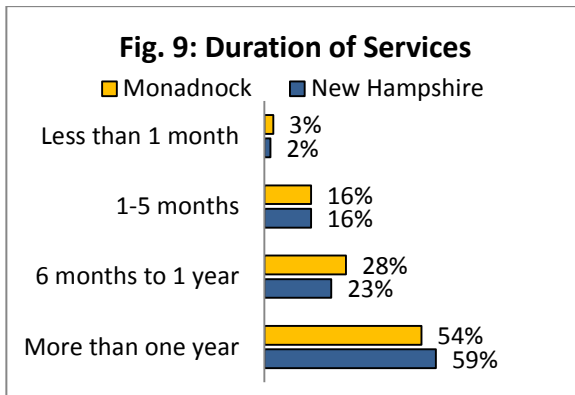
<b>Table 2a: Spanish/Hispanic/Latino Origin</b>	<b>% MON</b>	<b>% State</b>
No	96%	92%
Yes	4%	8%



## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

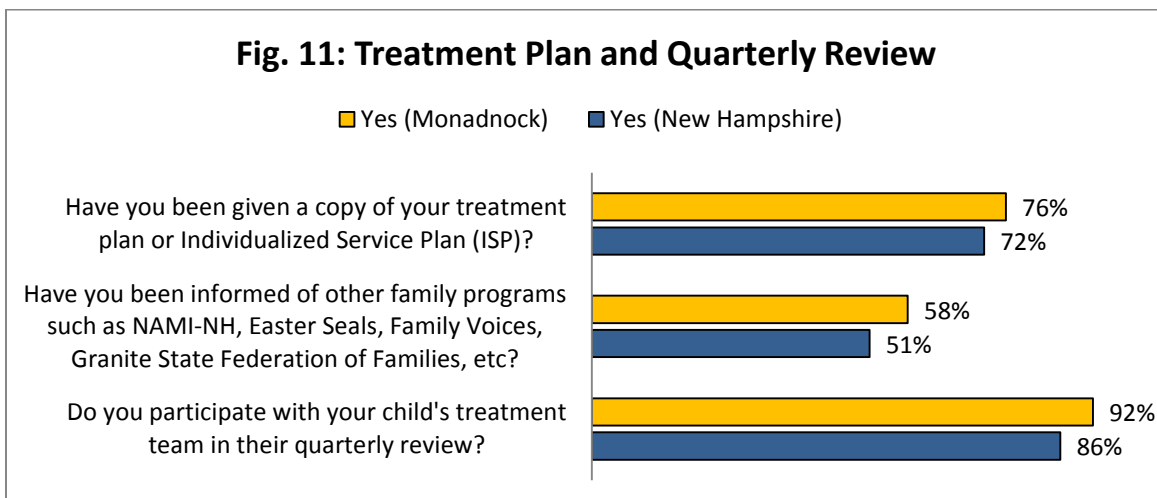
- ♦ 54% indicated their child received services for more than one year (NH=59%).
- ♦ 28% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood (NH=24%).



## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ♦ 76% were given a copy of their treatment plan or Individualized Service Plan which is higher than the statewide average of 72%.
- ♦ 58% had been informed of other family programs which is higher than the statewide average of 51%.
- ♦ 92% participate with their child's treatment team in their quarterly review which is higher than the statewide average of 86%.

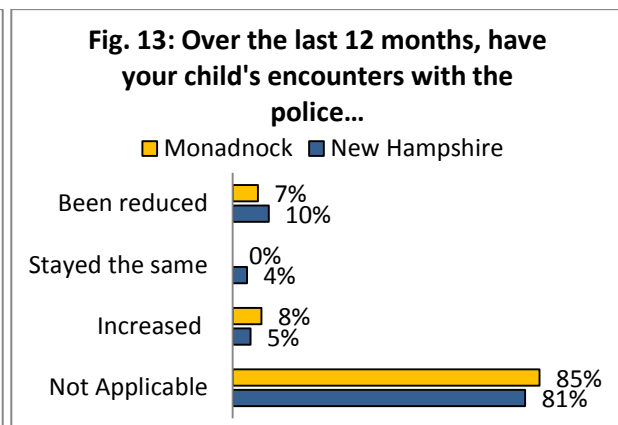
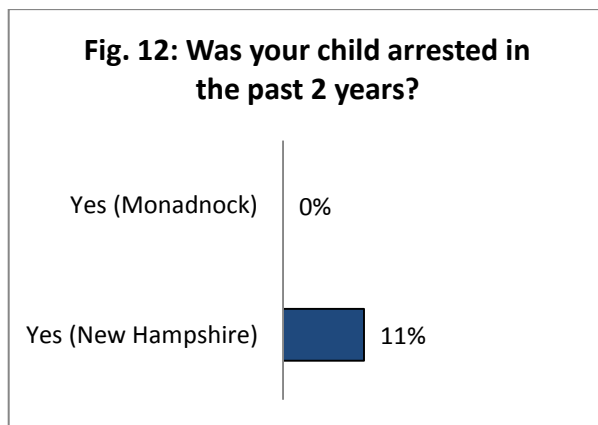


## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

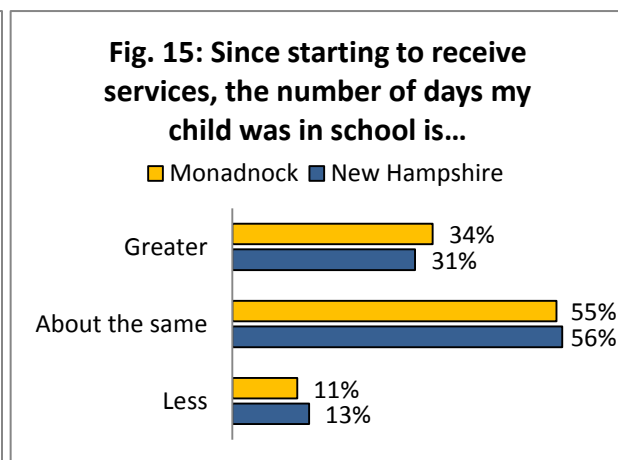
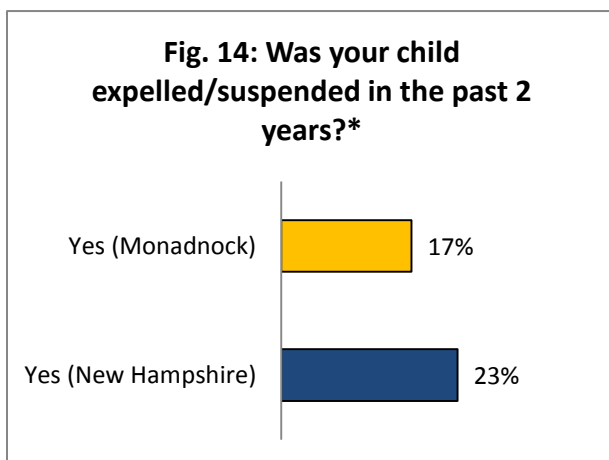
### *Arrest History and Police Encounters*

- ♦ 0% reported that their child was arrested in the past 2 years (NH=11%).
- ♦ 7% reported a reduction in police encounters (NH=10%).
- ♦ 8% reported an increase in police encounters (NH=5%).



### *School Attendance*

- ♦ 17% said their child was expelled or suspended during the past 2 years (NH=23%).
- ♦ 34% said the number of days their child was in school was greater since starting to receive services (NH=31%).
- ♦ 11% said the number of days their child was in school was less since starting to receive services (NH=13%).

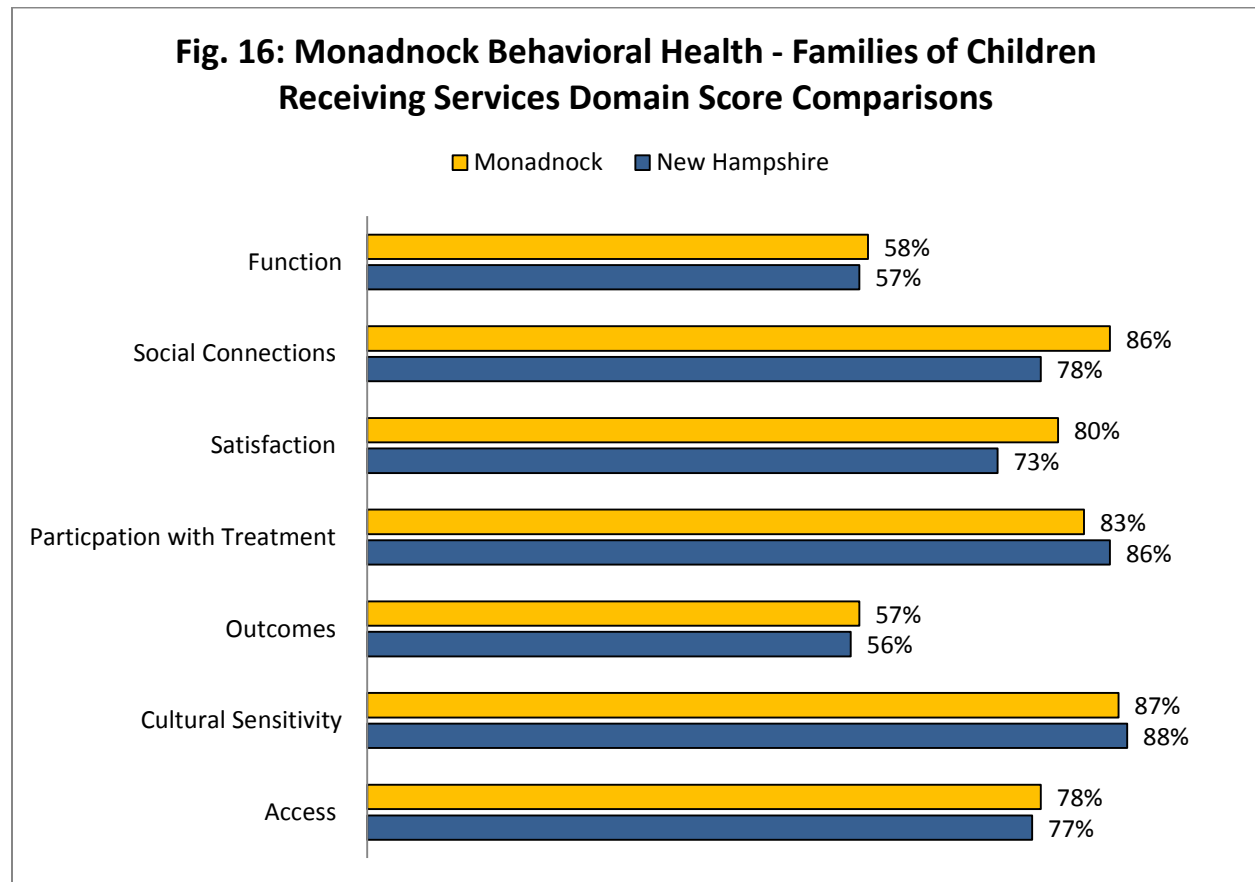


\*Data only reflects results from respondents 6 years and older.

## Domain Results

Figure 16 shows the domain scores from Monadnock as compared to the statewide average for New Hampshire. Monadnock scored higher than the overall state of New Hampshire in all categories except Participation with Treatment and Cultural Sensitivity. There were no significant differences in any of the categories.

- ♦ Social Connections: 86% (NH=78%).
- ♦ Satisfaction: 80% (NH=73%).





## Monadnock Behavioral Health - Youth Survey Results

### Demographics

There were a total of 58 respondents for the Youth Services Survey from Monadnock via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

#### *Gender:*

- ♦ 45%\*\* female (NH=60%)
- ♦ 55% male (NH=40%)

#### *Age of Adult Respondents:*

- ♦ Range = 14-17
- ♦ Average age=15.3 (NH=15.6)

#### *Racial Demographics:*

- ♦ 93% White (Caucasian)
- ♦ 5% Black (African American)
- ♦ 4% American Indian or Alaska Native

#### *Currently in School:*

- ♦ 89% reported currently being in school which is lower than the statewide average of 92%.

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 0% Spanish/Hispanic/Latino origin

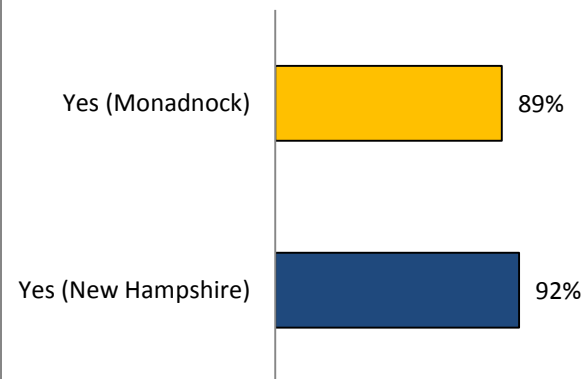
<b>Table 3: Race</b>	<b>% MON*</b>	<b>% State*</b>
White (Caucasian)	93%	91%
American Indian or Alaska Native	4%	5%
Other	4%	6%
Black (African American)	5%	3%
Asian	0%	0.1%
Native Hawaiian or Other Pacific Islander	0%	0.4%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100

<b>Table 3a: Spanish/Hispanic/Latino Origin**</b>	<b>% MON</b>	<b>% State</b>
No	100%	91%
Yes	0%	7%

\*\*p<.05 statistically significant; 2-tailed test

**Fig. 17: Currently in School**



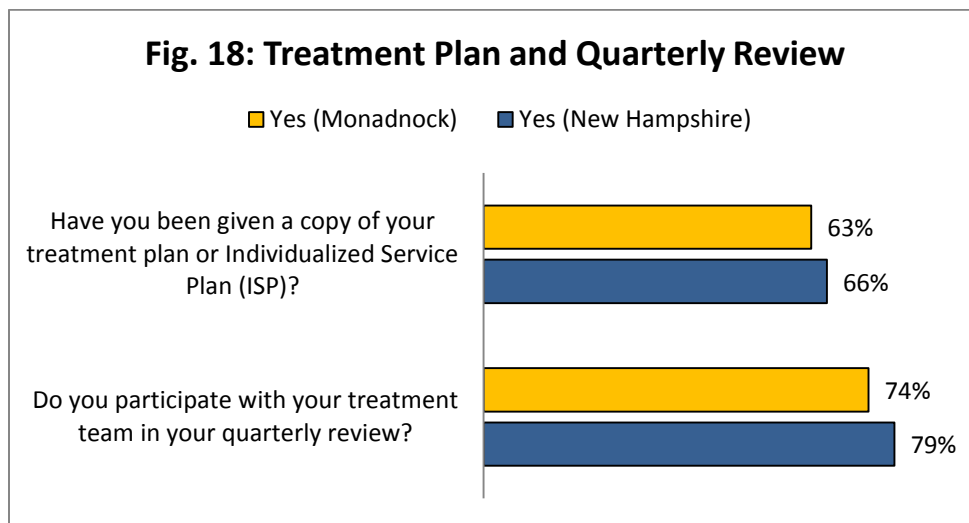
#### *Spanish/Hispanic/Latino: Comparison to State*

- ♦ No respondents from Monadnock reported being of Spanish/Hispanic/Latino Origin which is significantly lower than the statewide average of 7%.

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

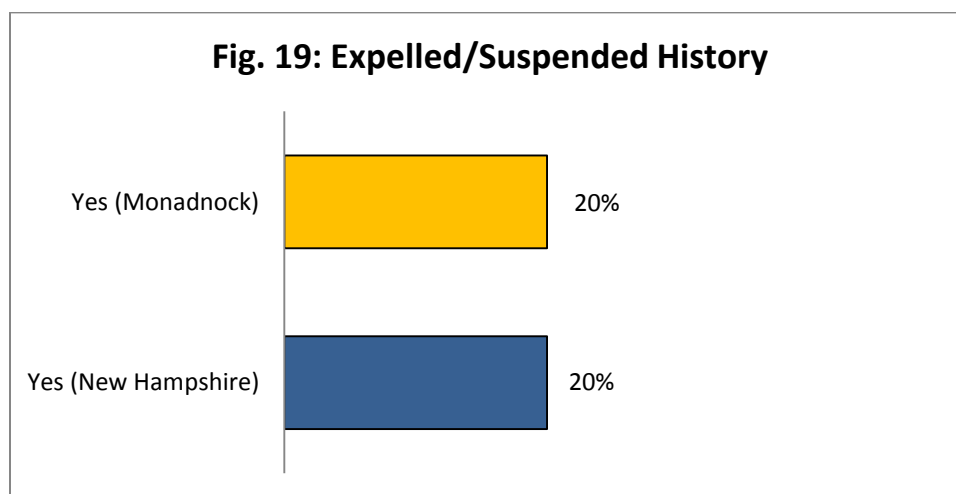
- ♦ 74% indicated they participated with their treatment team in their quarterly review (NH=79%).
- ♦ 63% said they were given a copy of their Individualized Service Plan (ISP) (NH=66%).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

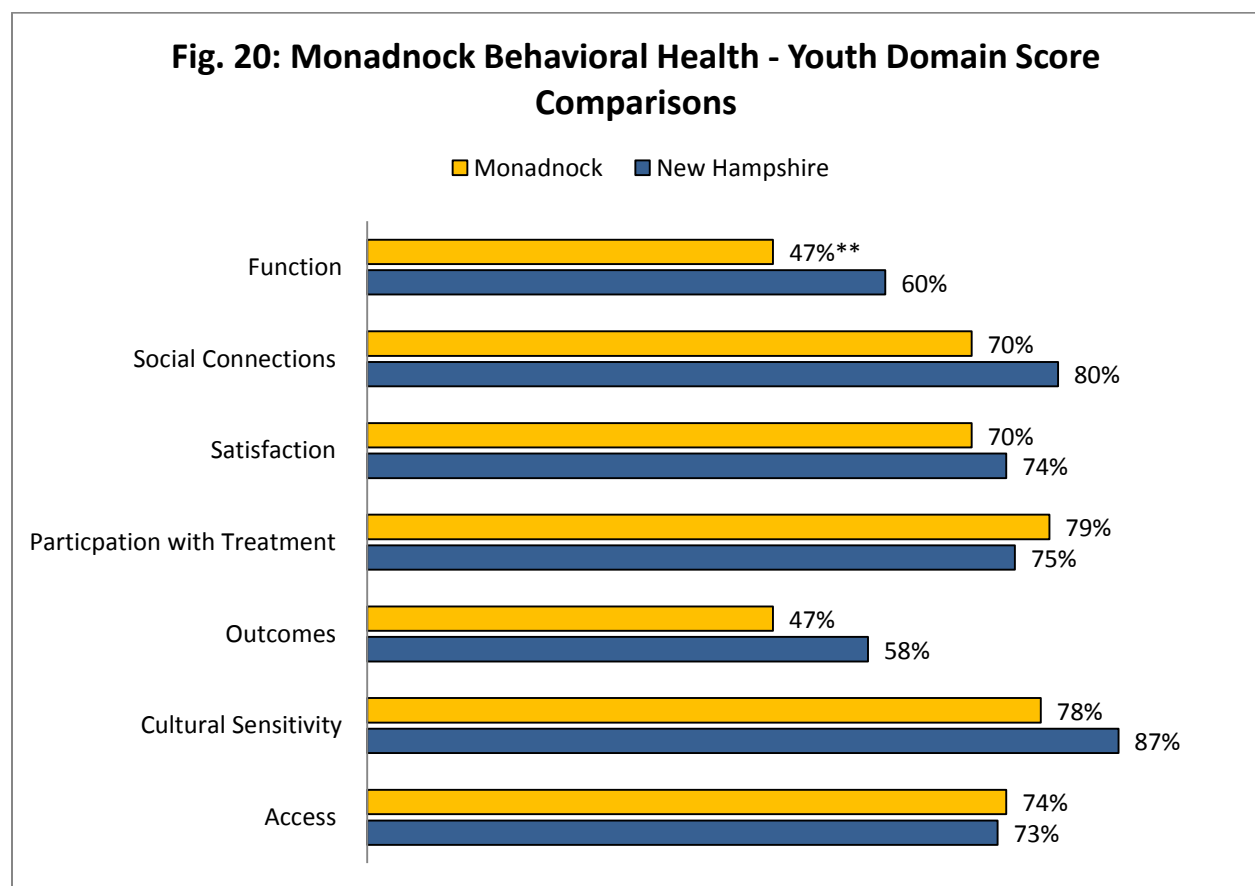
- ♦ 20% indicated they were expelled or suspended in the last 12 months (NH=20%).



## Domain Results

Figure 20 shows the domain scores from Monadnock as compared to the statewide average of New Hampshire. Monadnock scored lower on five of the seven categories compared to the statewide average. The score for Function (47%) was significantly lower than the statewide average (60%).

- ♦ Function: 47% (NH=60%)
- ♦ Social Connections: 70% (NH=80%)
- ♦ Outcomes: 47% (NH=58%)
- ♦ Cultural Sensitivity: 78% (NH=87%)



\*\*p<.05 statistically significant, 2-tailed test



## Greater Nashua Mental Health Center - Adult Survey Results

### Demographics

A total of 187 adult consumers from Nashua responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

#### *Gender:*

- ◆ 64% female (NH=63%)
- ◆ 36% male (NH=37%)

#### *Racial Demographics:*

- ◆ 88% White (Caucasian)
- ◆ 10% Other

#### *Spanish/Hispanic/Latino Origin:*

- ◆ 8% Spanish/Hispanic/Latino origin

#### *Age of Adult Respondents:*

- ◆ 10% between the ages of 18-24
- ◆ 28% between the ages 25-44
- ◆ 45% between the ages 45-64
- ◆ 17% were 65 years and older

#### *Annual Household Income:*

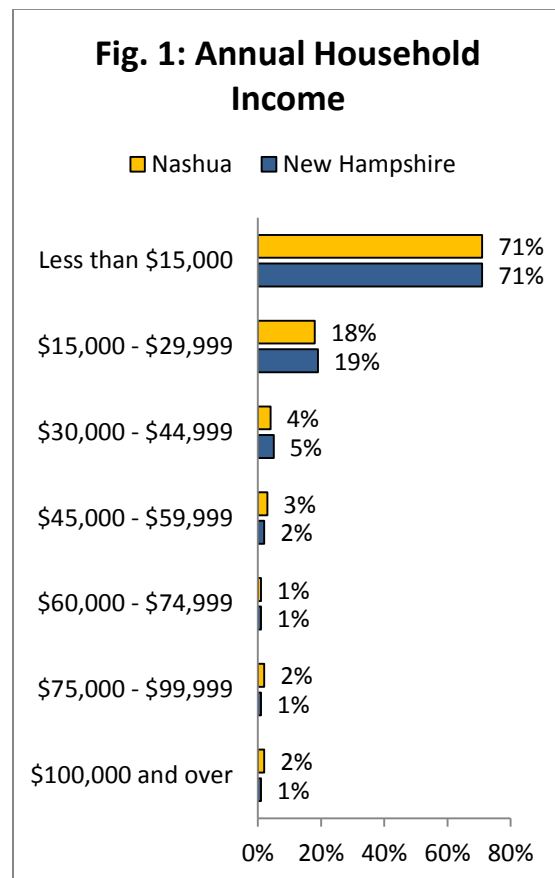
- ◆ 71% less than \$15,000
- ◆ 18% between \$15,000-\$29,999

Table 1: Race	% NAS*	% State
White (Caucasian)	88%	92%
American Indian or Alaska Native	3%	5%
Other	10%	4%
Black (African American)	1%	2%
Asian	1%	0.8%
Native Hawaiian or Other Pacific Islander	0%	0.2%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin**	% NAS	% State
No	92%	97%
Yes	8%	3%

\*\*p<.05 statistically significant, 2-tailed test

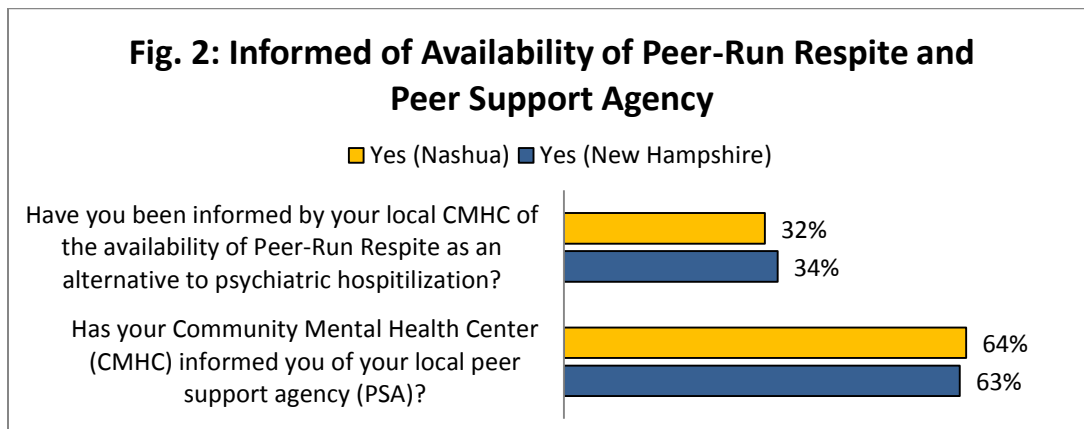


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (94%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

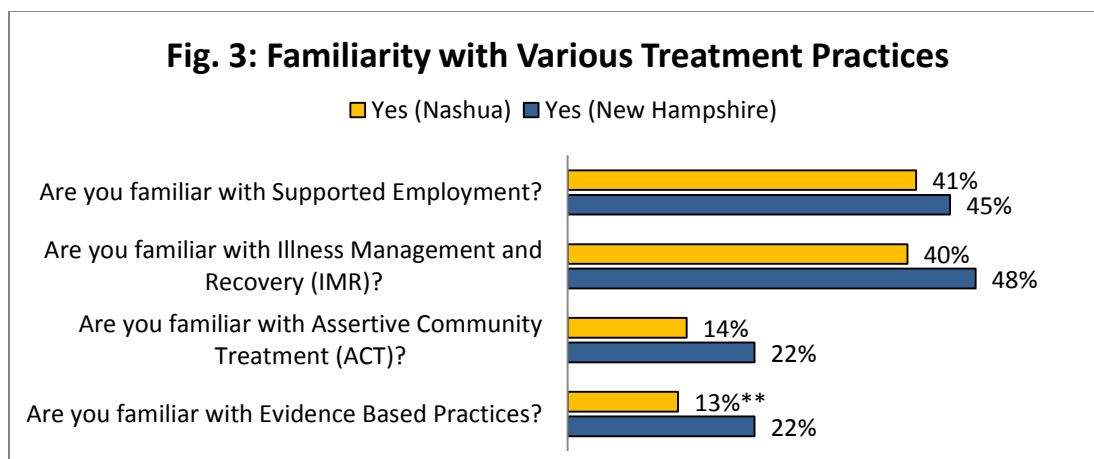
### Peer Support Programs

- ♦ 32% indicated they had been informed by their CMHC of the availability of the Peer-Run Respite as an alternative to psychiatric hospitalization (NH=34%)
- ♦ 64% indicated their CMHC informed them of their Local Peer Support Agency (NH=63%)



### Treatment Practices (2014 data only)

- ♦ Respondents were most familiar with Illness Management and Recovery (40%) and Supported Employment (41%). These percentages are lower than the state percentages of 45% and 48%, respectively.
- ♦ Respondents were less familiar with Assertive Community Treatment (14%) and Evidence Based Practices (13%), which is significantly lower than the state (22%).

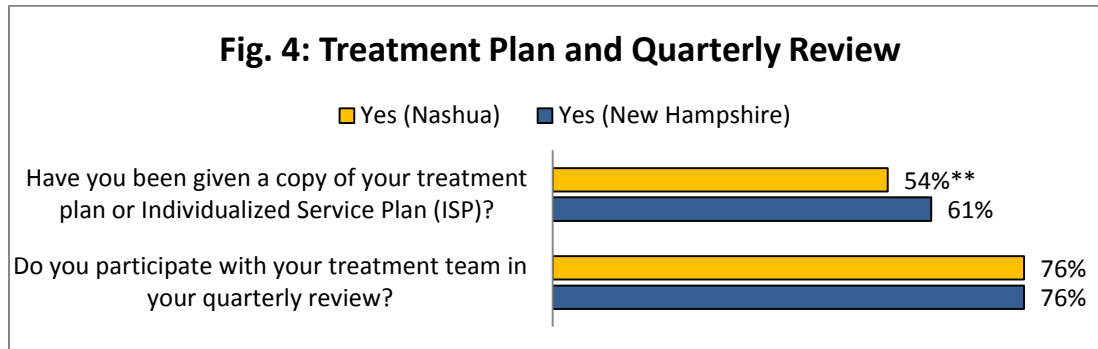


\*\*p<.05 statistically significant, 2-tailed test

## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ♦ 54% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP) (NH=61%).
- ♦ 76% indicated they participated with their treatment team in their quarterly review.



\*\*p<.05 statistically significant, 2-tailed test

## Behavioral Outcomes

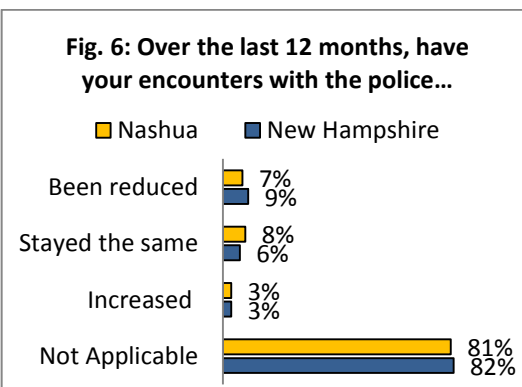
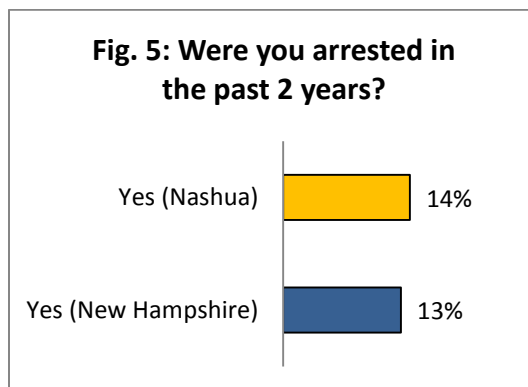
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### Arrest History

- ♦ 14% reported being arrested in the past 2 years (NH=13%).

### Police Encounters

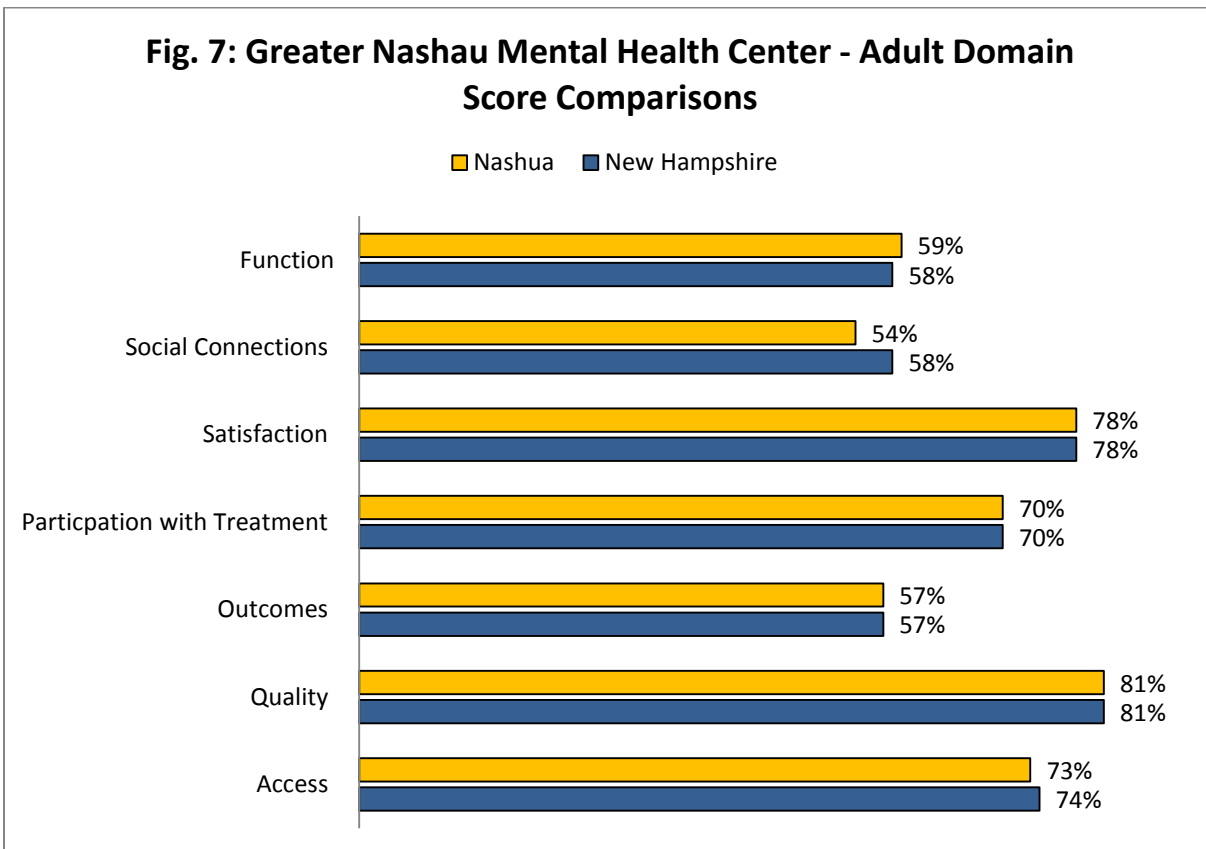
- ♦ 7% reported a reduction in police encounters (NH=9%).
- ♦ 3% reported an increase in police encounters (NH=3%).



## Domain Results

Figure 7 shows the domain scores from Nashua as compared to the statewide average of New Hampshire. Nashua reported similar domain scores compared to the statewide average across all categories.

- ♦ Social Connections (54%) was 4% lower than the statewide average (58%).
- ♦ Satisfaction, Participation with Treatment, Outcomes, and Quality were all on par with the statewide averages.





# Greater Nashua Mental Health Center - Families of Children Receiving Services Survey Results

## Demographics

A total of 123 families responded to the Child and Youth Services Survey for Nashua via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

### Gender:

- ♦ 38% female (NH=41%)
- ♦ 62% male (NH=59%)

### Racial Demographics:

- ♦ 83% White (Caucasian)
- ♦ 11% Other
- ♦ 9% Black (African American)

### Spanish/Hispanic/Latino Origin:

- ♦ 22% Spanish/Hispanic/Latino origin

### Age of Child:

- ♦ 9% between the ages of 0-5
- ♦ 59% between the ages 6-11
- ♦ 32% between the ages 12-17

### Annual Household Income:

- ♦ 38% less than \$15,000
- ♦ 30% between \$15,000-\$29,999

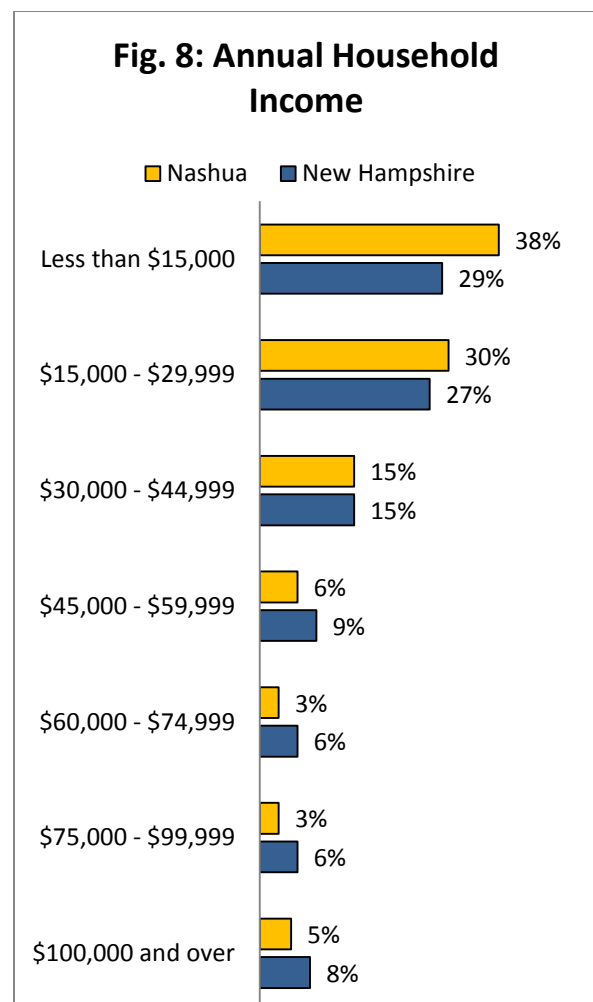
Table 2: Race**	% NAS*	% State
White (Caucasian)	83%	92%
American Indian or Alaska Native	3%	3%
Other	11%	5%
Black (African American)	9%	5%
Asian	3%	2%
Native Hawaiian or Other Pacific Islander	1%	1%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

\*\*p<.05 statistically significant, 2-tailed test. Race (Other than/in addition to white).

Table 2a: Spanish/Hispanic/Latino Origin**	% NAS	% State
No	78%	92%
Yes	22%	8%

\*\*p<.05 statistically significant, 2-tailed test.

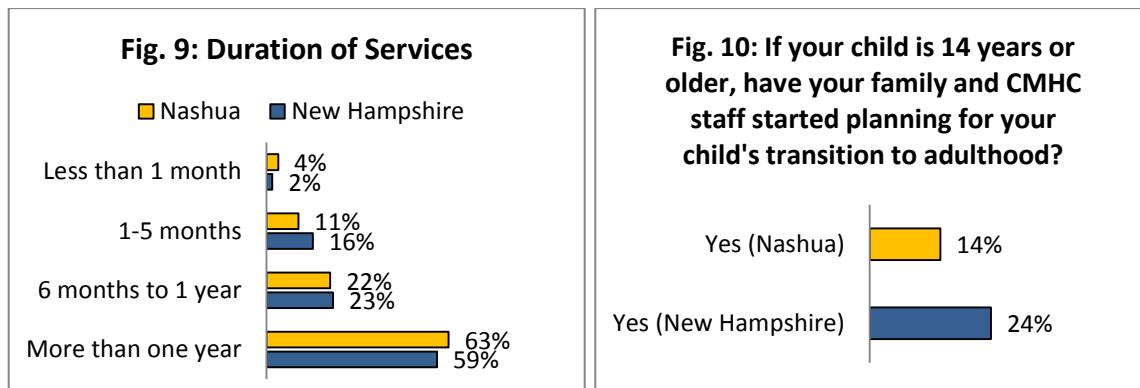


\*\*p<.05 statistically significant, 2-tailed test.

## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

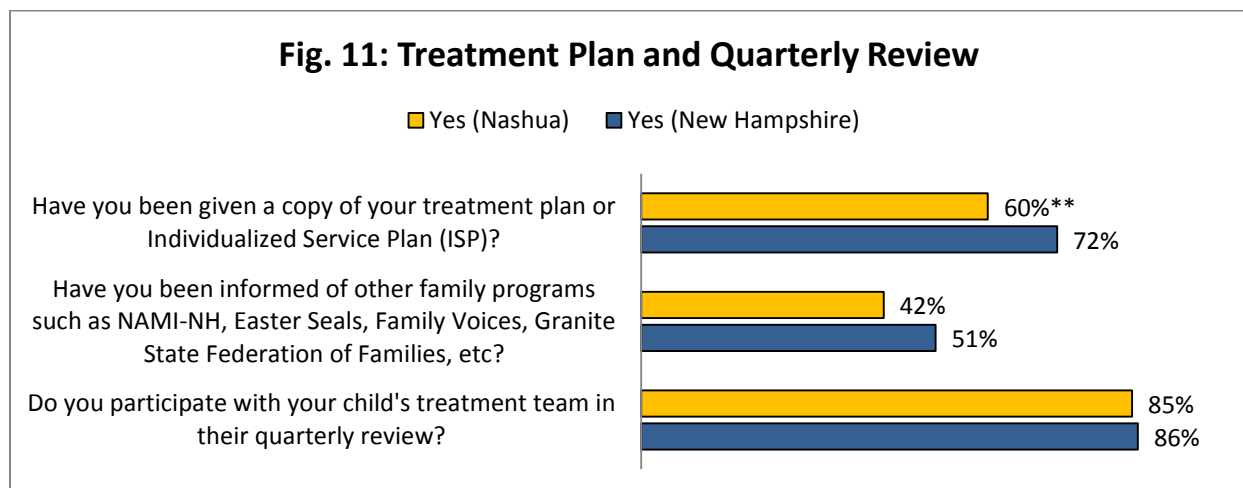
- ♦ 63% indicated their child received services for more than one year (NH=59%).
- ♦ 14% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood (NH=24%).



## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ♦ 60% were given a copy of their treatment plan or Individualized Service Plan, which is significantly lower than the statewide average of 72%.
- ♦ 42% had been informed of other family programs, which is lower than the statewide average of 51%.
- ♦ 85% participate with their child's treatment team in their quarterly review (NH=86%).



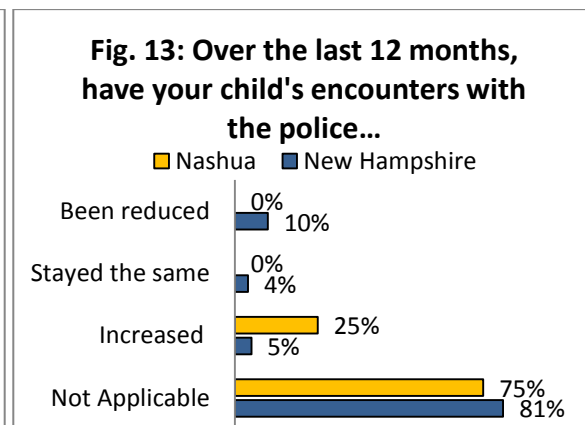
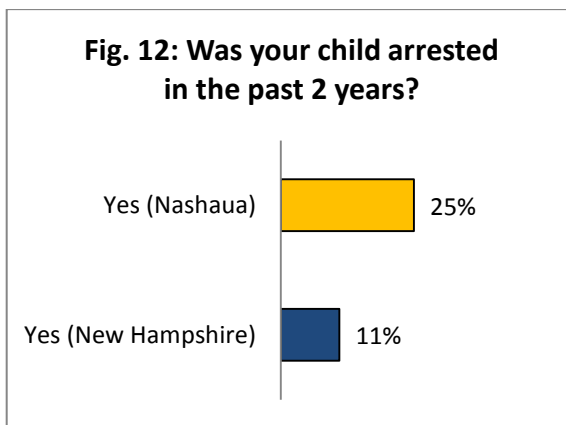
\*\*p<.05 statistically significant, 2-tailed test.

## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

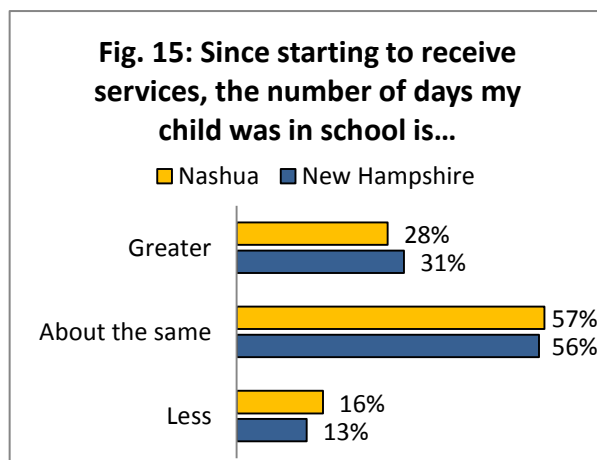
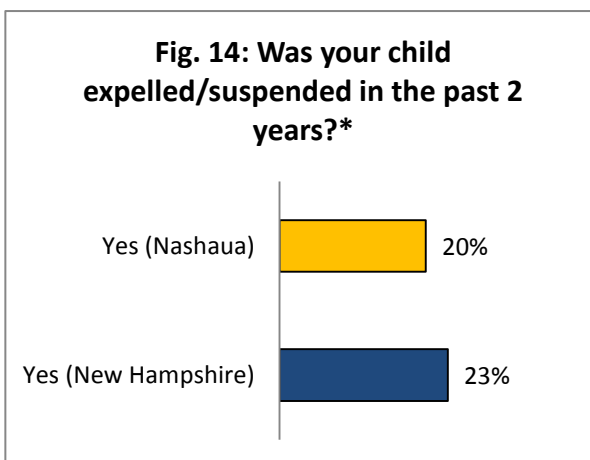
### *Arrest History and Police Encounters*

- ♦ 25% reported that their child was arrested in the past 2 years (NH=11%).
- ♦ 0% reported a reduction in police encounters (NH=10%).
- ♦ 25% reported an increase in police encounters (NH=5%).



### *School Attendance*

- ♦ 20% said their child was expelled or suspended in the past 2 years (NH=23%).
- ♦ 28% said the number of days their child was in school was greater since starting to receive services (NH=31%).
- ♦ 16% said the number of days their child was in school was less since starting to receive services (NH=13%).

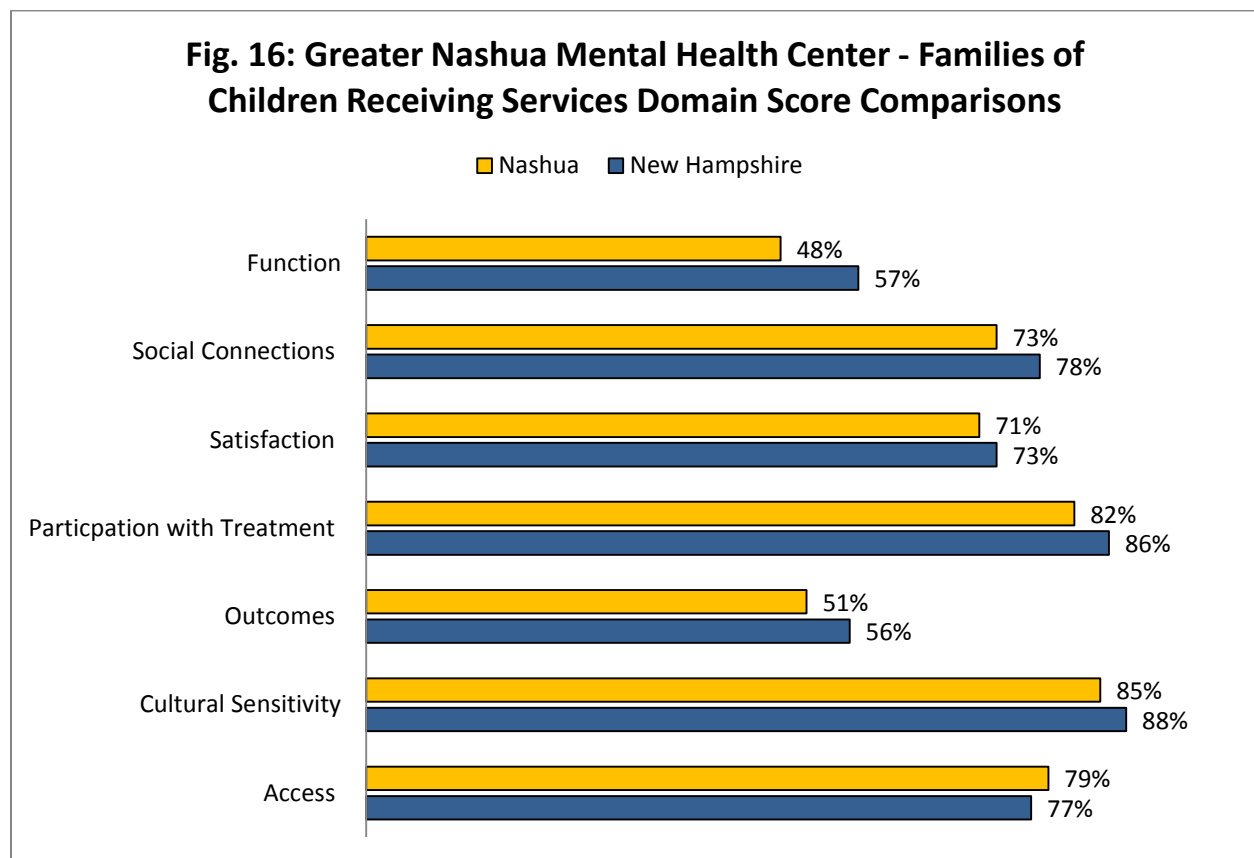


\*Data only reflects results from respondents 6 years and older.

## Domain Results

Figure 16 shows the domain scores from Nashua as compared to the statewide average for New Hampshire. Nashua scored lower than the overall state of New Hampshire in all categories except Access. However, none of the scores were significantly different from the state scores.

- ♦ Function: 48% (NH=57%).
- ♦ Social Connections: 73% (NH=78%).
- ♦ Participation with Treatment: 82% (NH=86%).
- ♦ Outcomes: 51% (NH=56%).
- ♦ Access: 79% (NH=77%).



## Greater Nashua Mental Health Center - Youth Survey Results

### Demographics

There were a total of 67 respondents for the Youth Services Survey from Nashua via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

#### *Gender:*

- ♦ 70% female (NH=60%)
- ♦ 30% male (NH=40%)

#### *Racial Demographics:*

- ♦ 82% White (Caucasian)
- ♦ 11% Other

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 18% Spanish/Hispanic/Latino origin

#### *Age of Adult Respondents:*

- ♦ Range = 14-17
- ♦ Average age=15.9 (NH=15.6)

#### *Currently in School:*

- ♦ 86% reported currently being in school which is lower than the statewide average of 92%.

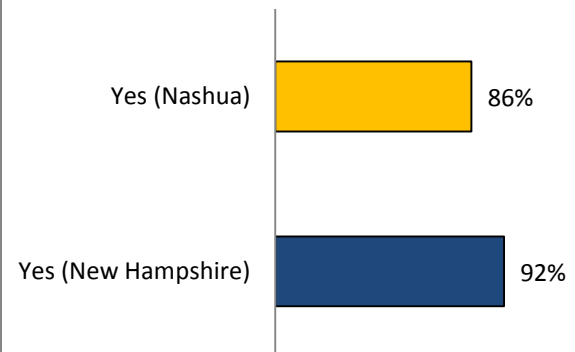
<b>Table 3: Race</b>	<b>% NAS*</b>	<b>% State*</b>
White (Caucasian)	82%	91%
American Indian or Alaska Native	5%	5%
Other	11%	6%
Black (African American)	2%	3%
Asian	0%	0.1%
Native Hawaiian or Other Pacific Islander	5%	0.4%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

<b>Table 3a: Spanish/Hispanic/Latino Origin**</b>	<b>% NAS</b>	<b>% State</b>
No	82%	91%
Yes	18%	7%

\*\*p<.05 statistically significant, 2-tailed test

**Fig. 17: Currently in School**



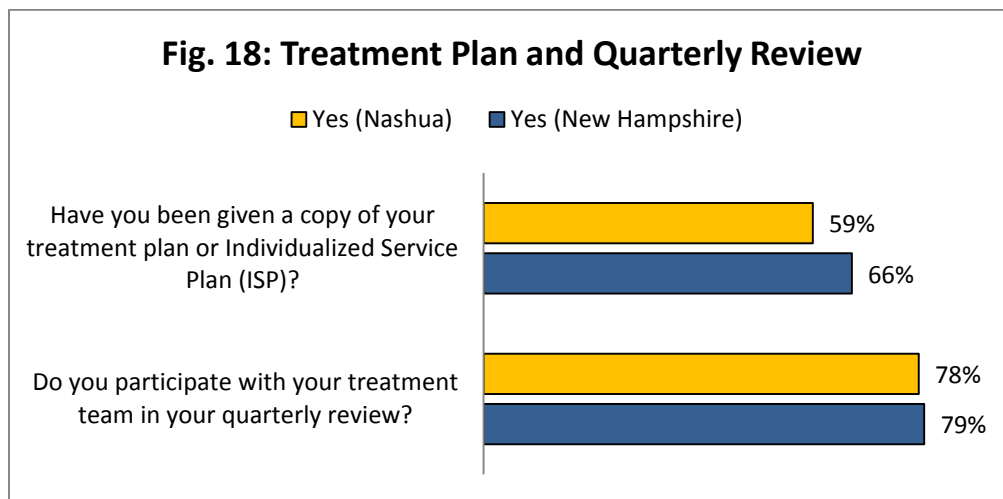
#### *Spanish/Hispanic/Latino: Comparison to State*

- ♦ Significantly more respondents from Nashua reported being of Spanish/Hispanic/Latino Origin than the statewide average.

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

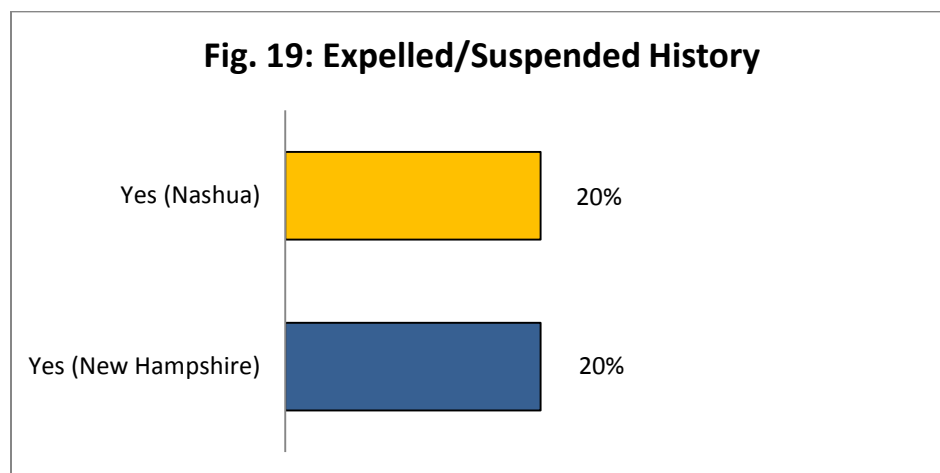
- ♦ 78% indicated they participated with their treatment team in their quarterly review (NH=79%).
- ♦ 59% said they were given a copy of their Individualized Service Plan (ISP) (NH=66%).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

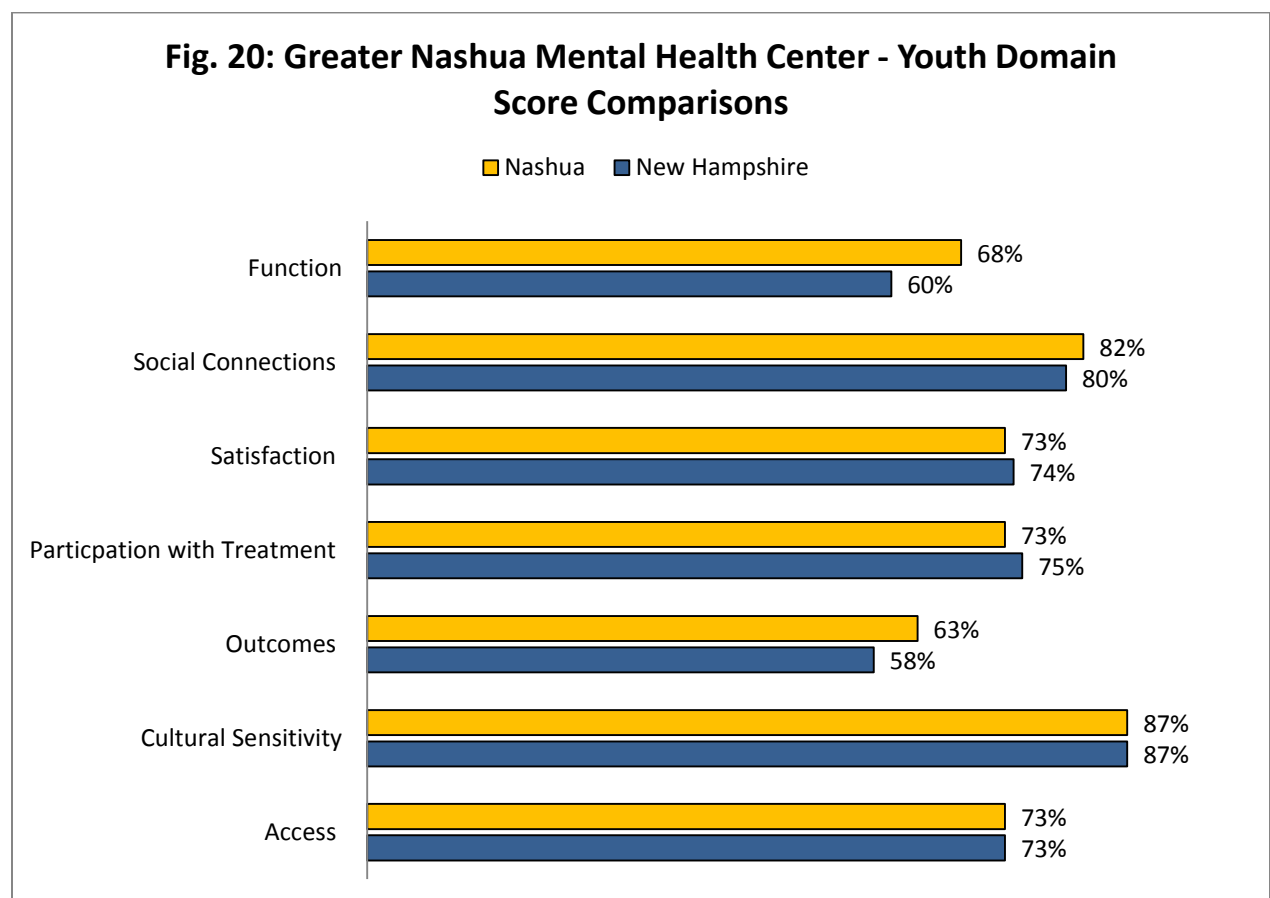
- ♦ 20% indicated they were expelled or suspended in the last 12 months (NH=20%).



## Domain Results

Figure 20 shows the domain scores from Nashua as compared to the statewide average of New Hampshire. None of the scores were statistically significant, though there was some variation for a few of the scores. Some examples include Function and Outcomes, both of which were higher than the statewide average. Participation with Treatment and Satisfaction were both slightly lower than the statewide average

- ♦ Function: 68% (NH=60%)
- ♦ Outcomes: 63% (NH=58%)
- ♦ Participation with Treatment: 73% (NH=75%)
- ♦ Satisfaction: 73% (NH=74%)







## Northern Human Services - Adult Survey Results

### Demographics

A total of 147 adult consumers from Northern Human Services responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

#### *Gender:*

- ♦ 53%\*\* female (NH=63%)
- ♦ 47% male (NH=37%)

#### *Racial Demographics:*

- ♦ 97% White (Caucasian)
- ♦ 4% American Indian or Alaskan Native

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 1% Spanish/Hispanic/Latino origin

#### *Age of Adult Respondents:*

- ♦ 8% between the ages of 18-24
- ♦ 24% between the ages 25-44
- ♦ 57% between the ages 45-64
- ♦ 11% were 65 years and older

#### *Annual Household Income:*

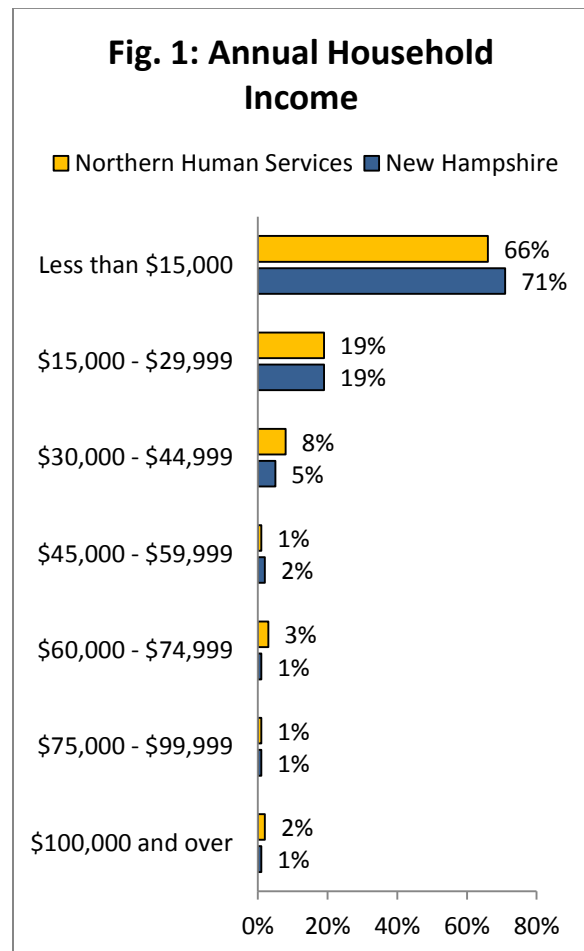
- ♦ 66% less than \$15,000
- ♦ 19% between \$15,000-\$29,999

<b>Table 1: Race**</b>	<b>% NOR*</b>	<b>% State</b>
White (Caucasian)	97%	92%
American Indian or Alaska Native	4%	5%
Other	3%	4%
Black (African American)	0%	2%
Asian	0%	0.8%
Native Hawaiian or Other Pacific Islander	0%	0.2%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

\*\*p<.05 statistically significant, 2-tailed test. Race (other than/in addition to white).

<b>Table 1a: Spanish/Hispanic/Latino Origin</b>	<b>% NOR</b>	<b>% State</b>
No	99%	97%
Yes	1%	3%

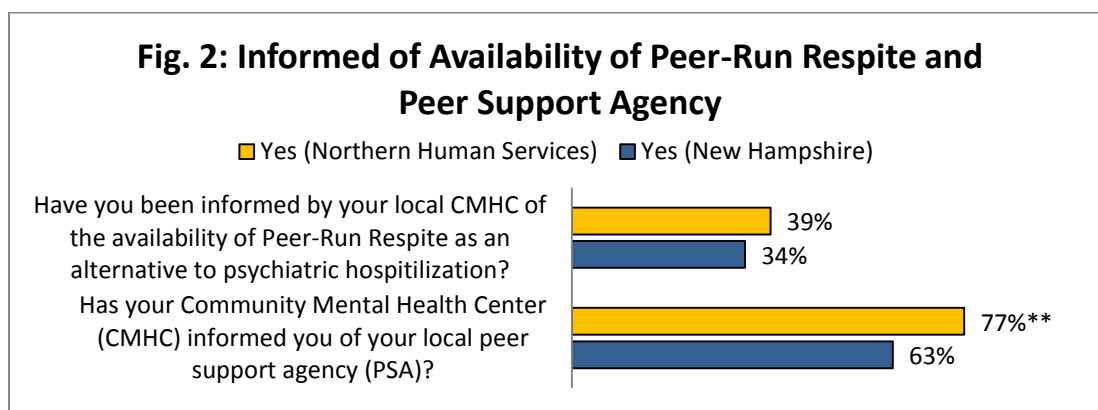


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (84%), which is significantly lower than the statewide average (91%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

### Peer Support Programs

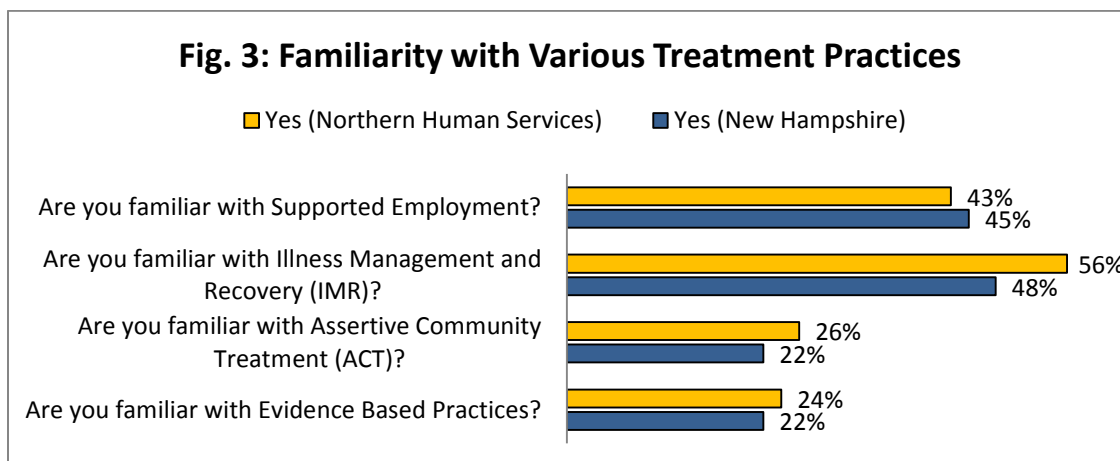
- ♦ 39% indicated they had been informed by their CMHC of the availability of the Peer-Run Respite as an alternative to psychiatric hospitalization (NH=34%).
- ♦ 77% indicated their CMHC informed them of their Local Peer Support Agency, which is significantly higher than the state (63%).



\*\*p<.05 statistically significant, 2-tailed test

### Treatment Practices (2014 data only)

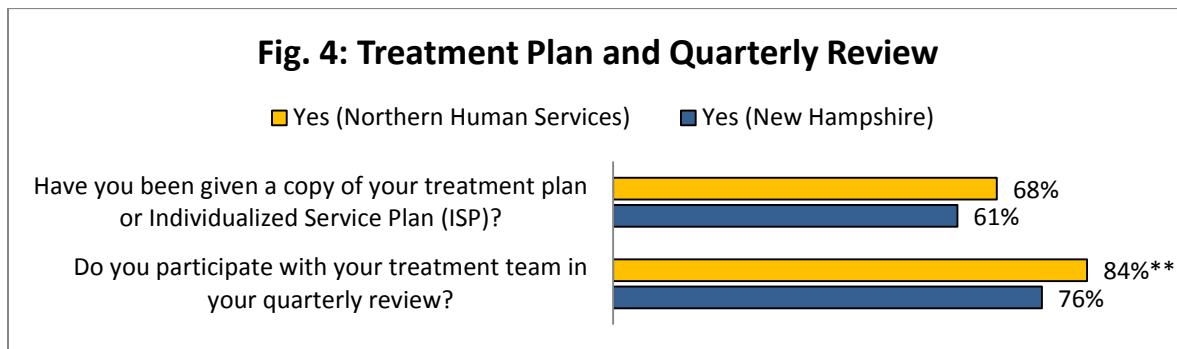
- ♦ Respondents were most familiar with Illness Management and Recovery (56%) and Supported Employment (43%). These percentages are lower than the state percentages of 48% and 45%, respectively.
- ♦ Respondents were less familiar with Assertive Community Treatment (26%) and Evidence Based Practices (24%). (NH=22% for each)



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ♦ 68% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP) (NH=61%).
- ♦ 84% indicated they participated with their treatment team in their quarterly review. This percentage is significantly higher than the state percentage (76%).



\*\*p<.05 statistically significant, 2-tailed test

## Behavioral Outcomes

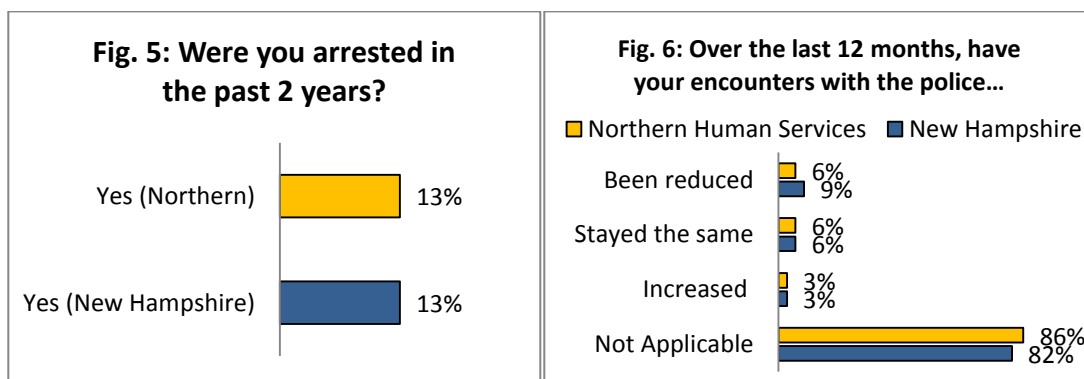
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### *Arrest History*

- ♦ 13% reported being arrested in the past 2 years (NH=13%).

### *Police Encounters*

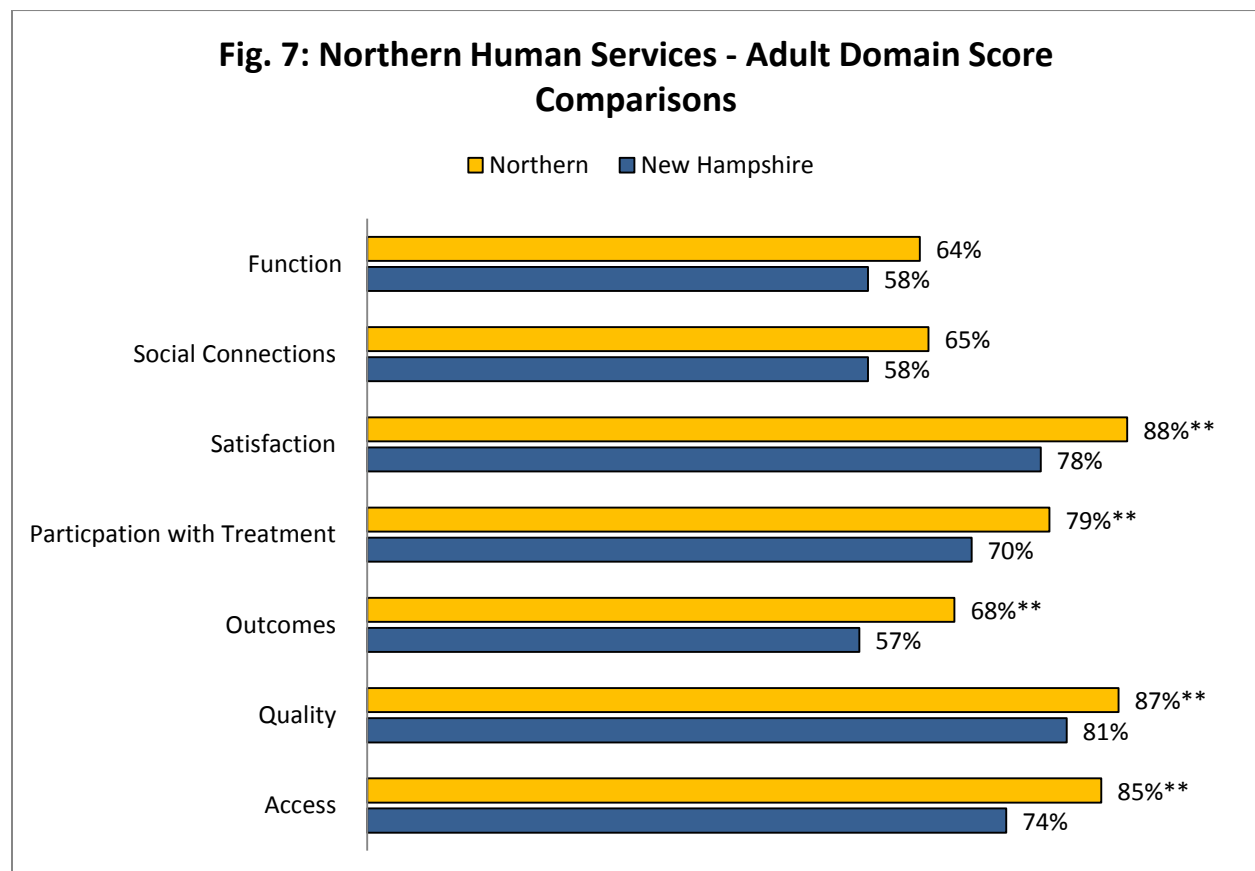
- ♦ 6% reported a reduction in police encounters (NH=9%).
- ♦ 3% reported an increase in police encounters (NH=3%).



## Domain Results

Figure 7 shows the domain scores from Northern Human Services as compared to the statewide average of New Hampshire. Northern Human Services reported a higher domain score than the statewide average in all of the categories with five of the seven being statistically significant.

- ♦ Northern Human Services reported a domain score of 85% for Access, which is significantly higher than the statewide average of 74%.
- ♦ Satisfaction (88%) was significantly higher than the statewide average (78%).
- ♦ Outcomes (68%) was significantly higher than the statewide average (57%).
- ♦ Quality (87%) was significantly higher than the statewide average (81%).
- ♦ Participation with Treatment (79%) was significantly higher than the statewide average (70%).



\*\*p<.05 statistically significant, 2-tailed test

# Northern Human Services - Families of Children Receiving Services

## Survey Results

### Demographics

A total of 110 families responded to the Child and Youth Services Survey for Northern Human Services via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

#### *Gender:*

- ♦ 39% female (NH=41%)
- ♦ 61% male (NH=59%)

#### *Racial Demographics:*

- ♦ 94% White (Caucasian)
- ♦ 5% Black (African American)

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 2% Spanish/Hispanic/Latino origin

#### *Age of Child:*

- ♦ 16% between the ages of 0-5
- ♦ 57% between the ages 6-11
- ♦ 27% between the ages 12-17

#### *Annual Household Income:*

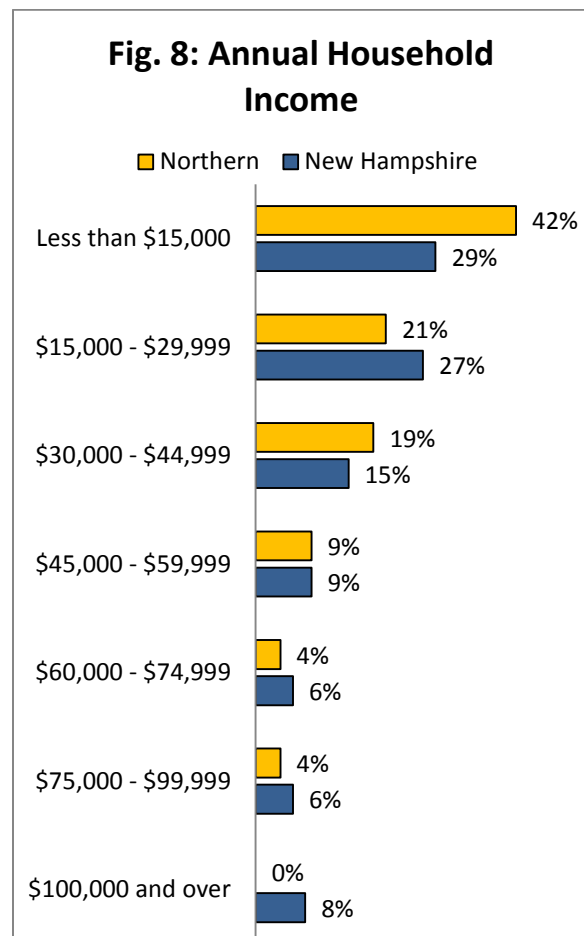
- ♦ 42% less than \$15,000
- ♦ 21% between \$15,000-\$29,999

Table 2: Race	% NOR*	% State
White (Caucasian)	94%	92%
American Indian or Alaska Native	3%	3%
Other	2%	5%
Black (African American)	5%	5%
Asian	1%	2%
Native Hawaiian or Other Pacific Islander	1%	1%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 2a: Spanish/Hispanic/Latino Origin**	% NOR	% State
No	98%	92%
Yes	2%	8%

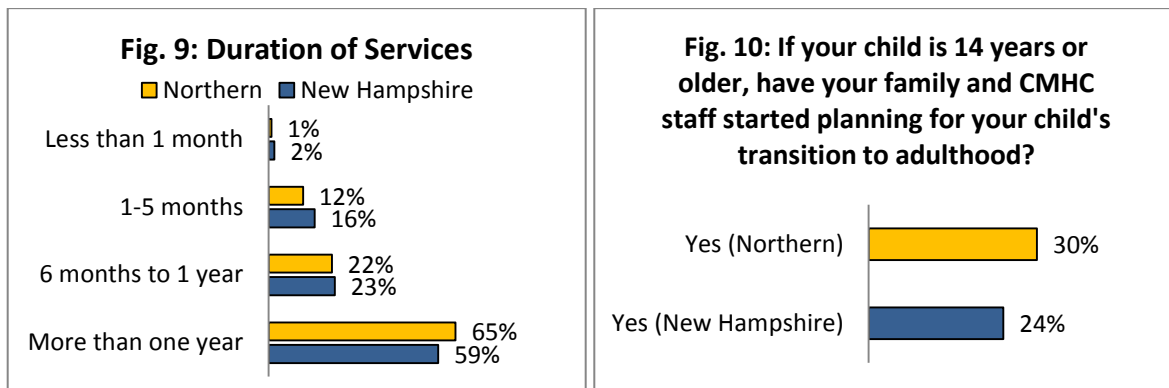
\*\*p<.05 statistically significant, 2-tailed test.



## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

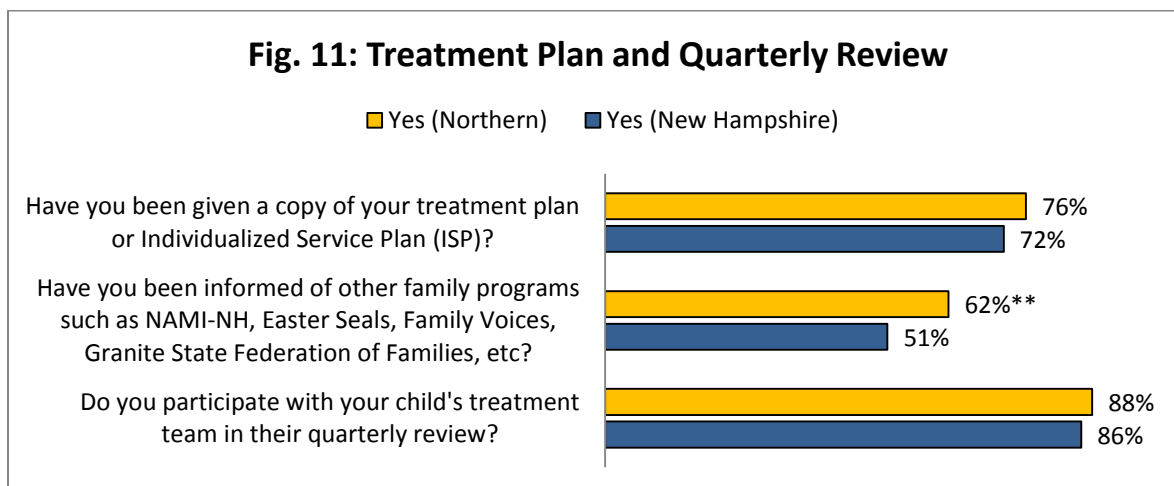
- ♦ 65% indicated their child received services for more than one year (NH=59%).
- ♦ 30% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood (NH=24%).



## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ♦ 76% were given a copy of their treatment plan or Individualized Service Plan which is higher than the statewide average of 72%.
- ♦ 62% had been informed of other family programs, which is significantly higher than the statewide average of 51%.
- ♦ 88% participate with their child's treatment team in their quarterly review, which is slightly higher than the statewide average of 86%.



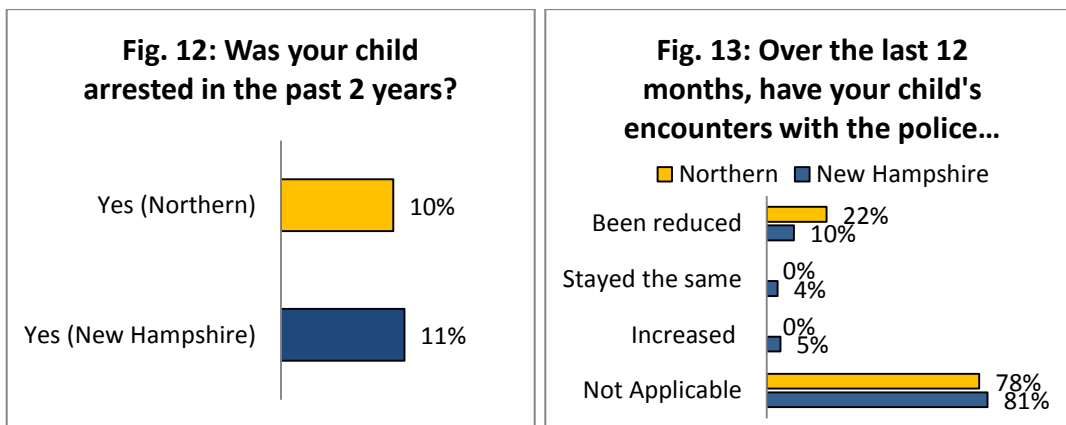
\*\*p<.05 statistically significant, 2-tailed test.

## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

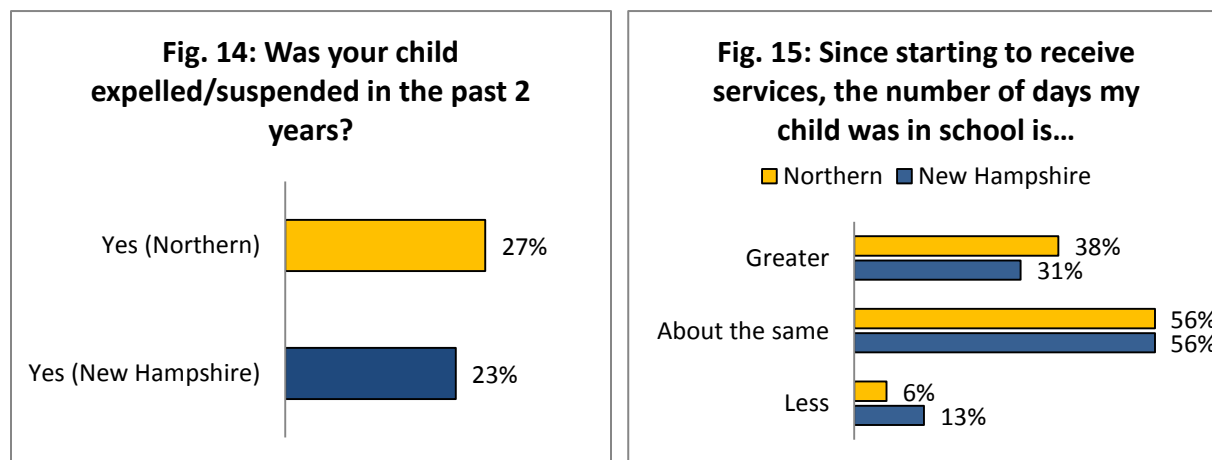
### *Arrest History and Police Encounters*

- ♦ 10% reported that their child was arrested in the past 2 years (NH=11%).
- ♦ 22% reported a reduction in police encounters (NH=10%).
- ♦ 0% reported an increase in police encounters (NH=5%).



### *School Attendance*

- ♦ 27% said their child was expelled or suspended in the past 2 years (NH=23%).
- ♦ 38% said the number of days their child was in school was greater since starting to receive services (NH=31%).
- ♦ 6% said the number of days their child was in school was less since starting to receive services (NH=13%).

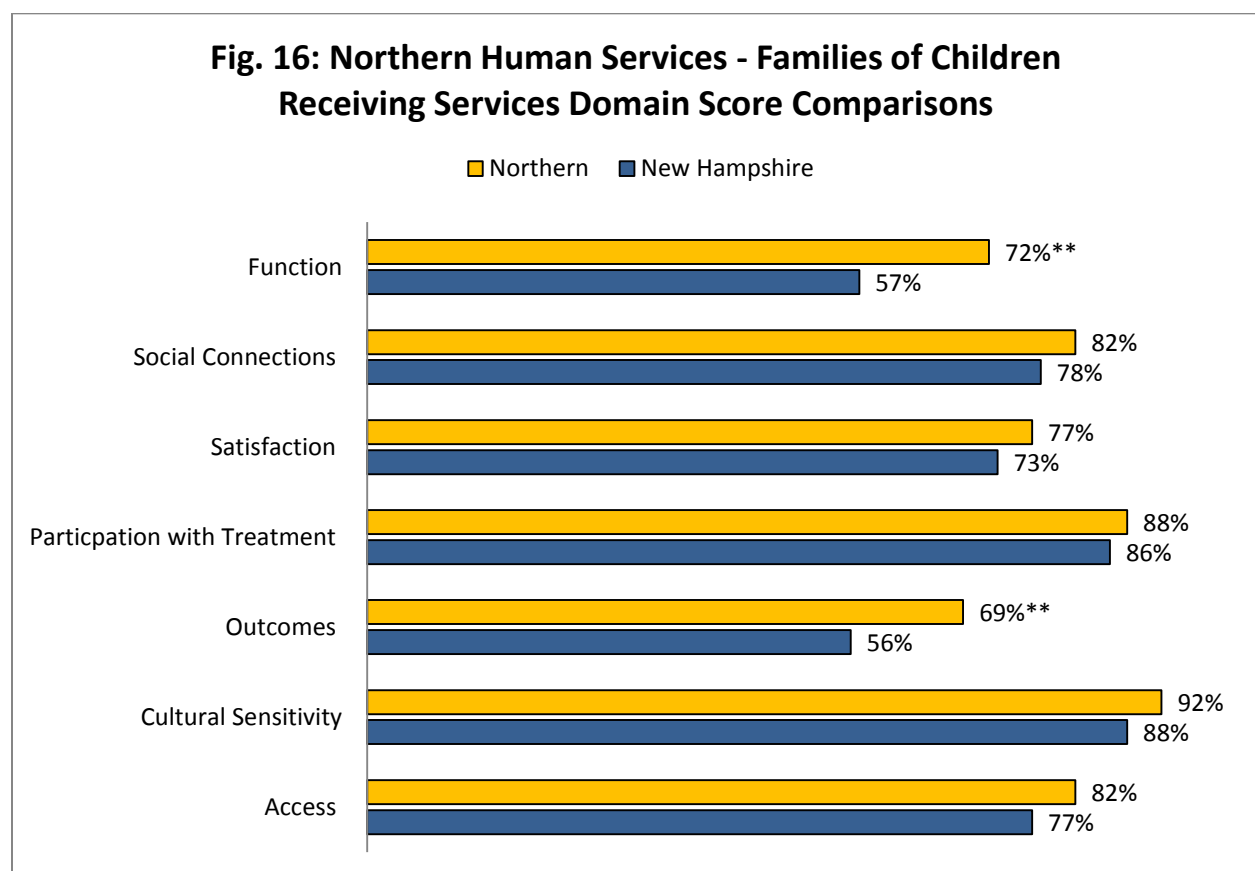


\*Data only reflects results from respondents 6 years and older.

## Domain Results

Figure 16 shows the domain scores from Northern Human Services as compared to the statewide average for New Hampshire. Northern Human Services scored higher than the overall state of New Hampshire in all seven categories with two being significantly higher (Function and Outcomes).

- ♦ Function: 72% (NH=57%).
- ♦ Outcomes: 69% (NH=56%).
- ♦ Satisfaction: 77% (NH=73%).
- ♦ Access: 82% (NH=77%).



\*\*p<.05 statistically significant, 2-tailed test.



## Northern Human Services - Youth Survey Results

### Demographics

There were a total of 64 respondents for the Youth Services Survey from Northern Human Services via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

#### *Gender:*

- ♦ 65% female (NH=60%)
- ♦ 35% male (NH=40%)

#### *Age of Adult Respondents:*

- ♦ Range = 14-17
- ♦ Average age=15.7 (NH=15.6)

#### *Racial Demographics:*

- ♦ 94% White (Caucasian)
- ♦ 5% American Indian or Alaska Native
- ♦ 5% Other

#### *Currently in School:*

- ♦ 94% reported currently being in school which is on par with the statewide average of 92%.

#### *Spanish/Hispanic/Latino Origin:*

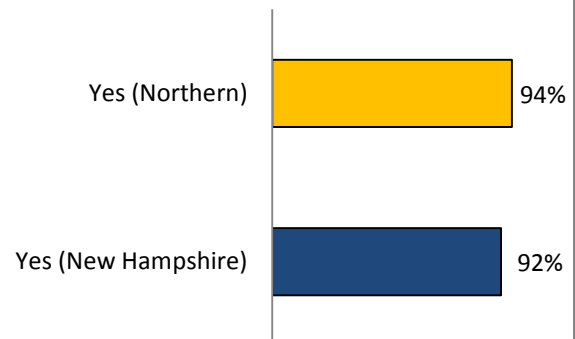
- ♦ 3% Spanish/Hispanic/Latino origin

<b>Table 3: Race</b>	<b>% NOR*</b>	<b>% State*</b>
White (Caucasian)	94%	91%
American Indian or Alaska Native	5%	5%
Other	5%	6%
Black (African American)	0%	3%
Asian	2%	0.1%
Native Hawaiian or Other Pacific Islander	0%	0.4%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

<b>Table 3a: Spanish/Hispanic/Latino Origin</b>	<b>% NOR</b>	<b>% State</b>
No	97%	91%
Yes	3%	7%

**Fig. 17: Currently in School**



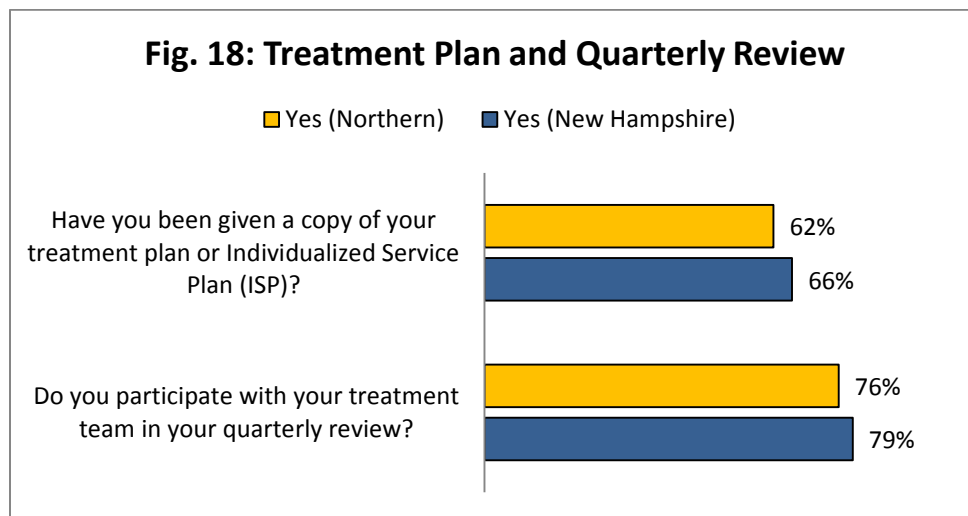
#### *Race: Comparison to State*

- ♦ The racial composition of Northern Human Services' youth population is very similar to that of the overall state of New Hampshire.

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

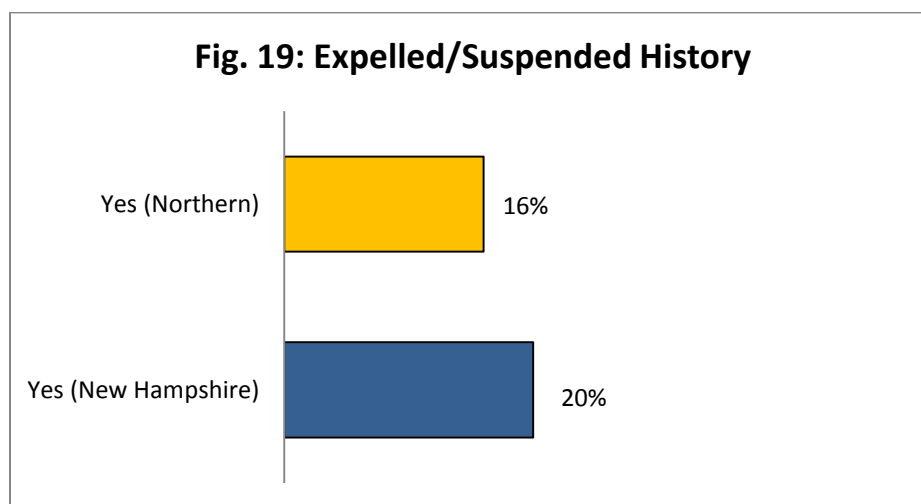
- ♦ 76% indicated they participated with their treatment team in their quarterly review (NH=79%).
- ♦ 62% said they were given a copy of their Individualized Service Plan (ISP) (NH=66%).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

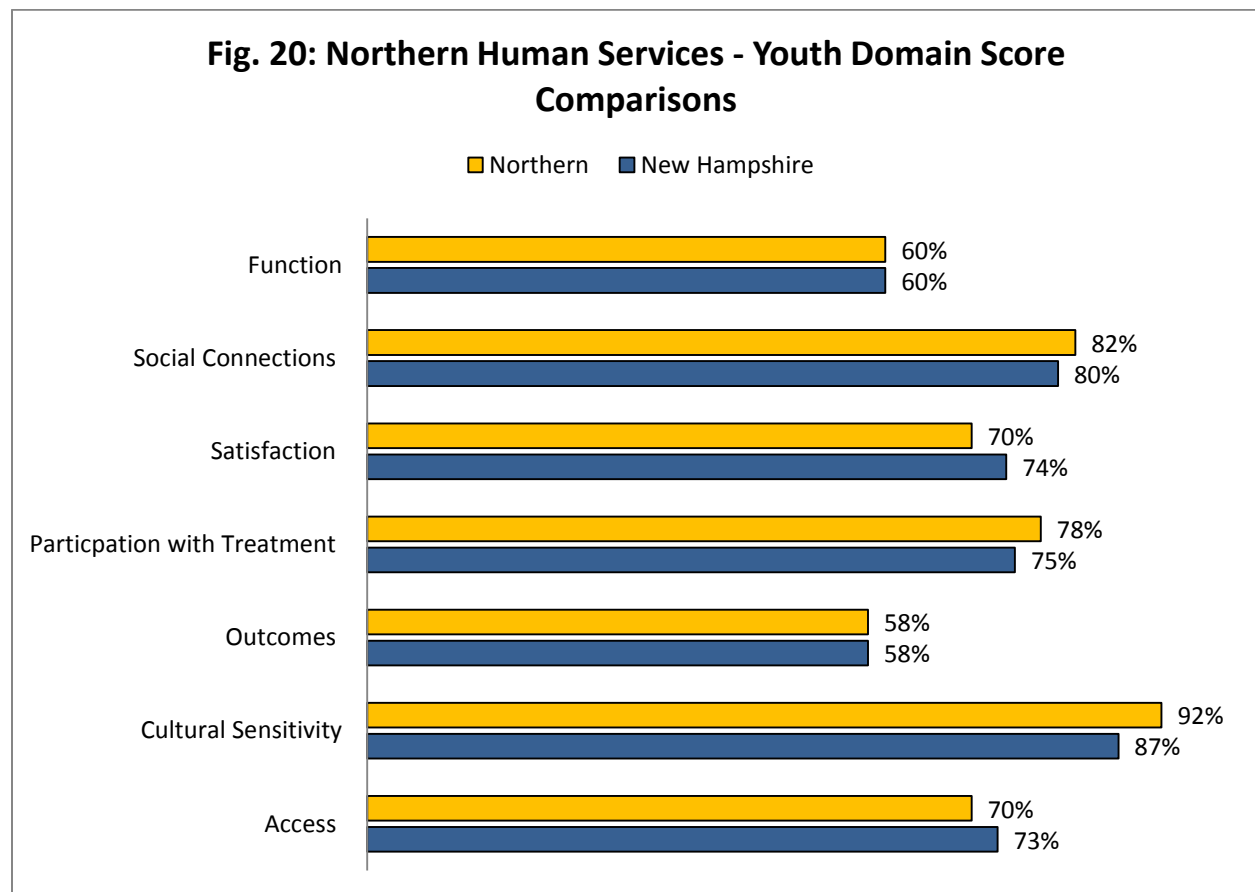
- ♦ 16% indicated they were expelled or suspended in the last 12 months (NH=20%).



## Domain Results

Figure 20 shows the domain scores from Northern Human Services as compared to the statewide average of New Hampshire. Northern Human Services scored similarly to the statewide averages on most categories with some minor variations.

- ♦ Social Connections: 82% (NH=80%)
- ♦ Satisfaction: 70% (NH=74%)
- ♦ Cultural Sensitivity: 92% (NH=87%)
- ♦ Access: 70% (NH=73%)





## Riverbend Community Mental Health - Adult Survey Results

### Demographics

A total of 243 adult consumers from Riverbend responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

#### *Gender:*

- ♦ 61% female (NH=63%)
- ♦ 39% male (NH=37%)

#### *Racial Demographics:*

- ♦ 92% White (Caucasian)
- ♦ 9% American Indian or Alaskan Native

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 2% Spanish/Hispanic/Latino origin

#### *Age of Adult Respondents:*

- ♦ 6% between the ages of 18-24
- ♦ 35% between the ages 25-44
- ♦ 52% between the ages 45-64
- ♦ 7% were 65 years and older

#### *Annual Household Income:*

- ♦ 73% less than \$15,000
- ♦ 22% between \$15,000-\$29,999

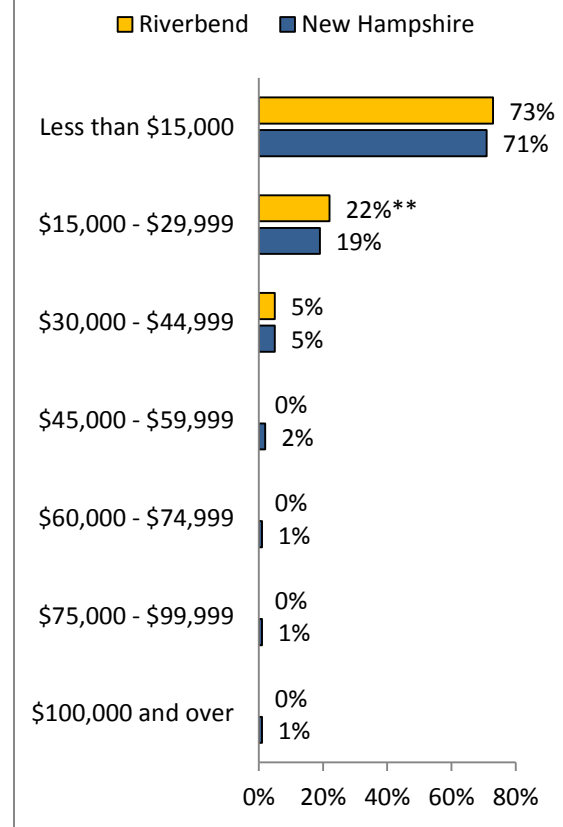
<b>Table 1: Race**</b>	<b>% RIV*</b>	<b>% State</b>
White (Caucasian)	92%	92%
American Indian or Alaska Native	9%	5%
Other	3%	4%
Black (African American)	3%	2%
Asian	3%	0.8%
Native Hawaiian or Other Pacific Islander	0.4%	0.2%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

\*\*p<.05 statistically significant, 2-tailed test. Race (other than/in addition to white).

<b>Table 1a: Spanish/Hispanic/Latino Origin</b>	<b>% RIV</b>	<b>% State</b>
No	98%	97%
Yes	2%	3%

**Fig. 1: Annual Household Income\*\***



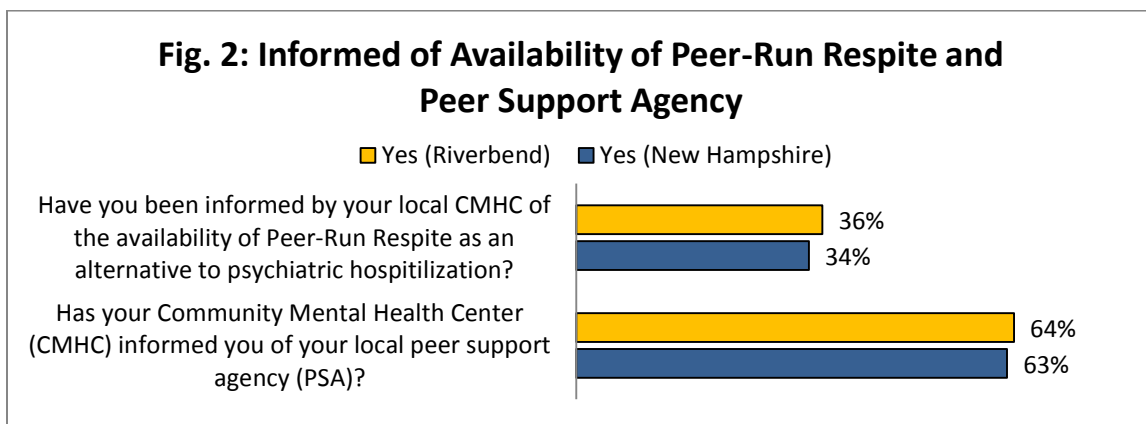
\*\*p<.05 statistically significant, 2-tailed test

## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (94%), which is significantly higher than the statewide average of (91%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

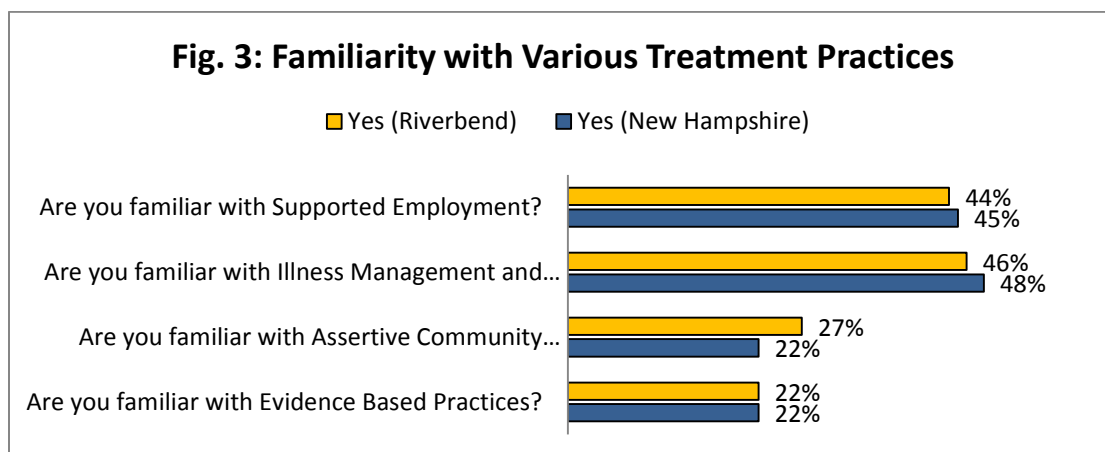
### Peer Support Programs

- ♦ 36% indicated they had been informed by their CMHC of the availability of the Peer-Run Respite as an alternative to psychiatric hospitalization (NH=34%).
- ♦ 64% indicated their CMHC informed them of their Local Peer Support Agency (NH=63%).



### Treatment Practices (2014 data only)

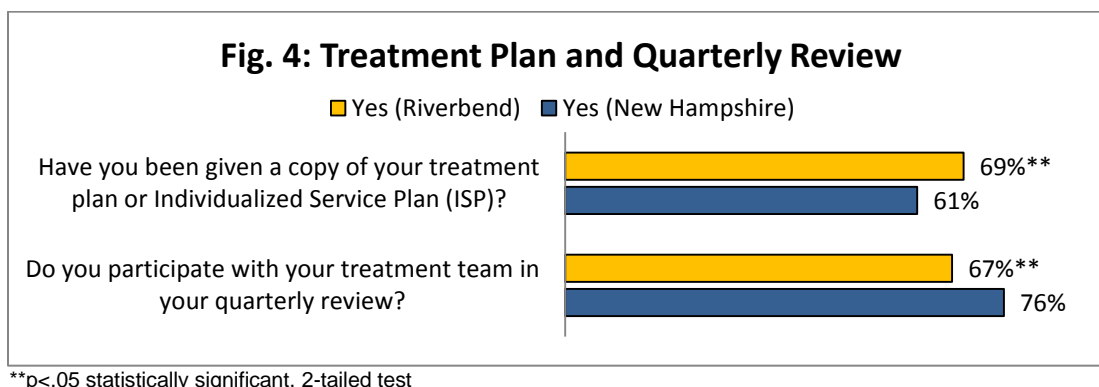
- ♦ Respondents were most familiar with Illness Management and Recovery (46%) and Supported Employment (44%). These percentages are lower than the state percentages of 48% and 45%, respectively.
- ♦ Respondents were less familiar with Assertive Community Treatment (27%) and Evidence Based Practices (22%). (NH=22% for each)



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ♦ 69% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP), which is significantly higher than the state (61%).
- ♦ 67% indicated they participated with their treatment team in their quarterly review. This percentage is significantly lower than the state percentage (76%).



## Behavioral Outcomes

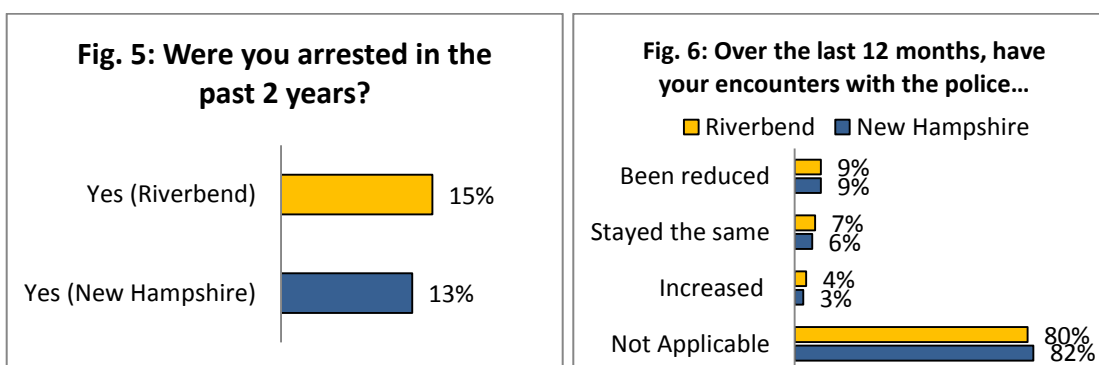
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### *Arrest History*

- ♦ 15% reported being arrested in the past 2 years (NH=13%).

### *Police Encounters*

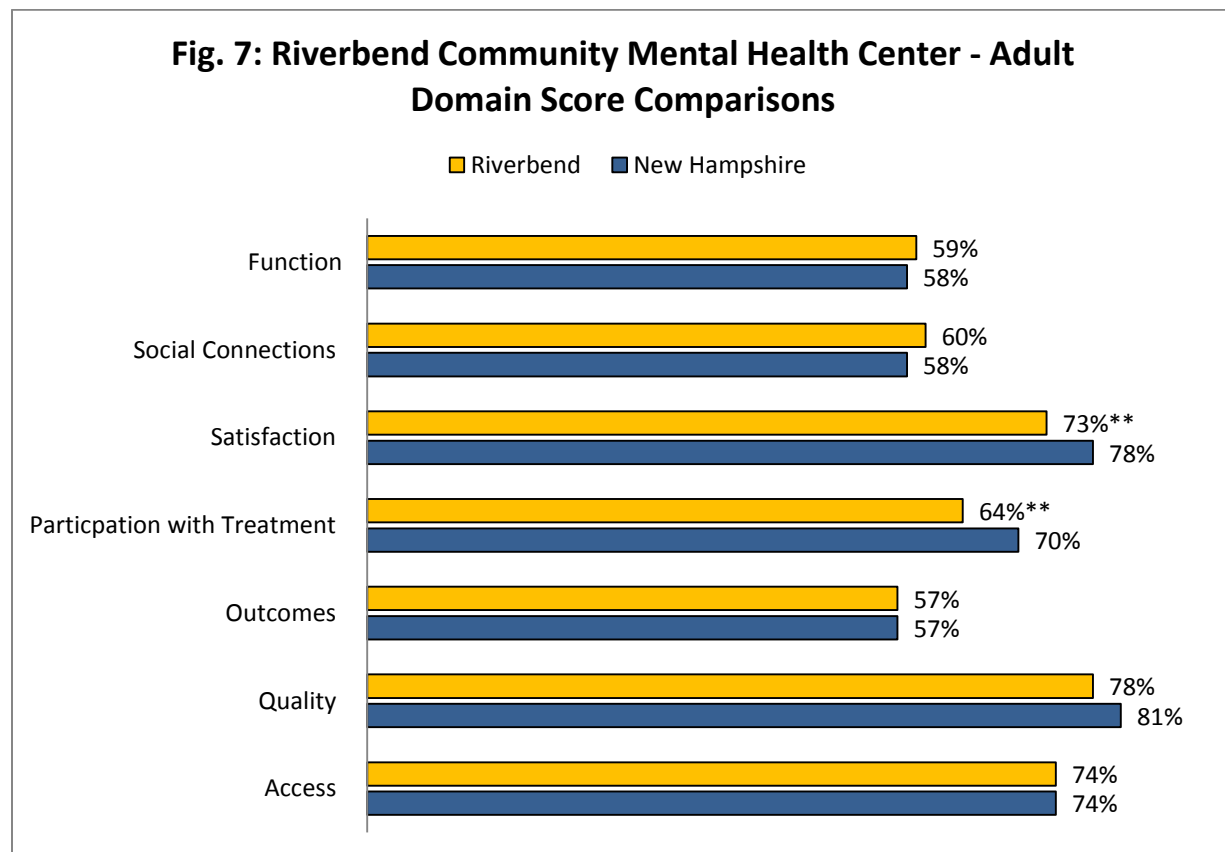
- ♦ 9% reported a reduction in police encounters (NH=9%).
- ♦ 4% reported an increase in police encounters (NH=3%).



## Domain Results

Figure 7 shows the domain scores from Riverbend as compared to the statewide average of New Hampshire. Riverbend reported similar domain scores across most of the categories, although they did have to scores that were significantly lower than the statewide average.

- ♦ Satisfaction (73%) was significantly lower than the statewide average (78%).
- ♦ Participation with Treatment (64%) was significantly lower than the statewide average (70%).



\*\*p<.05 statistically significant, 2-tailed test



## Riverbend Community Mental Health - Families of Children Receiving Services Survey Results

### Demographics

A total of 225 families responded to the Child and Youth Services Survey for the Riverbend via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

#### Gender:

- ♦ 42% female (NH=41%)
- ♦ 58% male (NH=59%)

#### Racial Demographics:

- ♦ 96% White (Caucasian)
- ♦ 4% Other

#### Spanish/Hispanic/Latino Origin:

- ♦ 3% Spanish/Hispanic/Latino origin

#### Age of Child:

- ♦ 10% between the ages of 0-5
- ♦ 37% between the ages 6-11
- ♦ 53% between the ages 12-17

#### Annual Household Income:

- ♦ 17% less than \$15,000
- ♦ 22% between \$15,000-\$29,999

Table 2: Race**	% RIV*	% State
White (Caucasian)	96%	92%
American Indian or Alaska Native	1%	3%
Other	4%	5%
Black (African American)	2%	5%
Asian	0.4%	2%
Native Hawaiian or Other Pacific Islander	0%	1%

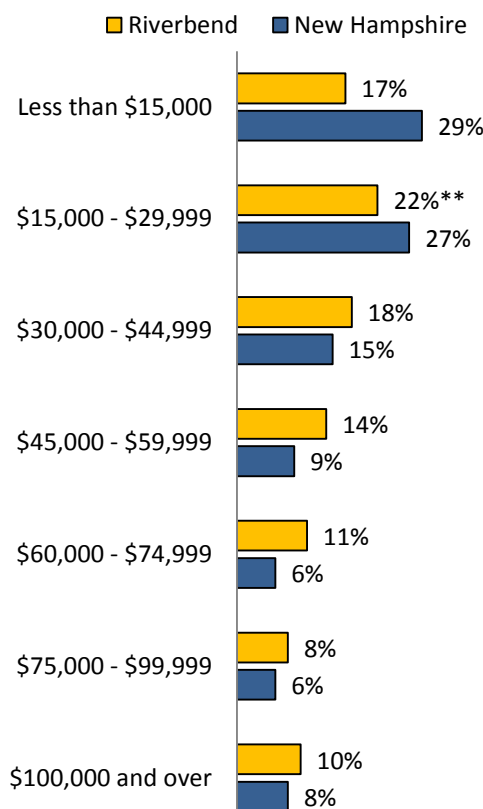
\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

\*\*p<.05 statistically significant, 2-tailed test. Race (Other than/in addition to white.

Table 2a: Spanish/Hispanic/Latino Origin**	% RIV	% State
No	97%	92%
Yes	3%	8%

\*\*p<.05 statistically significant, 2-tailed test.

**Fig. 8: Annual Household Income\*\***

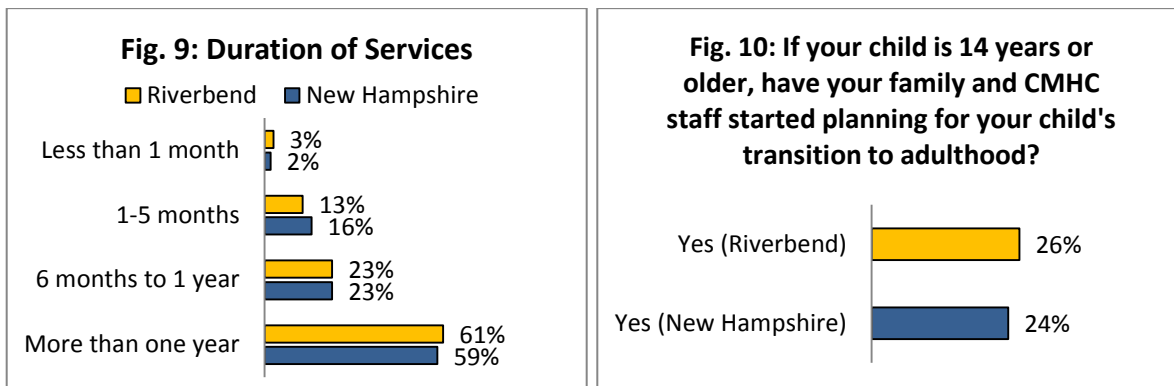


\*\*p<.05 statistically significant, 2-tailed test.

## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

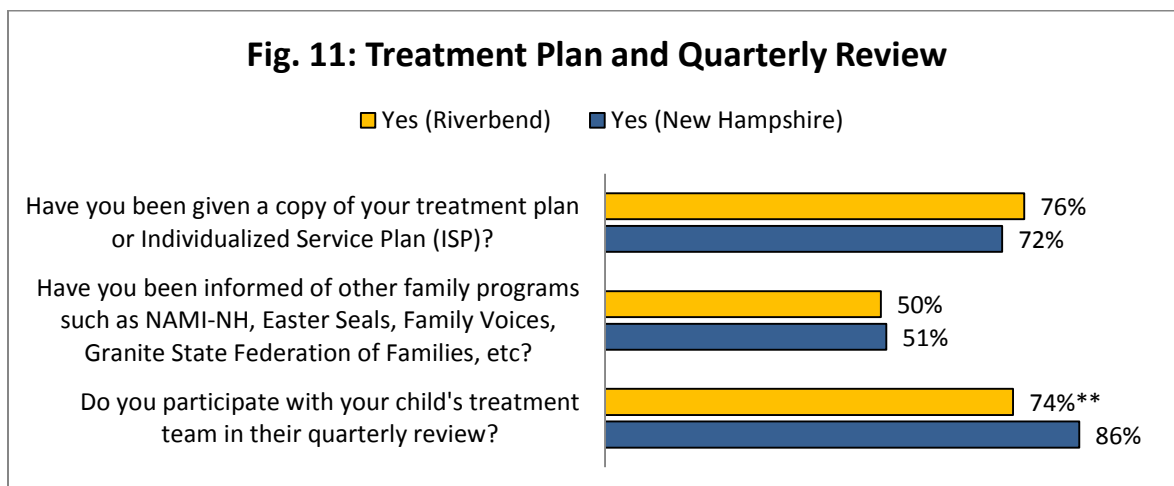
- ♦ 61% indicated their child received services for more than one year (NH=59%).
- ♦ 26% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood (NH=24%).



## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ♦ 76% were given a copy of their treatment plan or Individualized Service Plan which is higher than the statewide average of 72%.
- ♦ 50% had been informed of other family programs, which is slightly lower than the statewide average of 51%.
- ♦ 74% participate with their child's treatment team in their quarterly review, which is significantly lower than the statewide average of 86%.



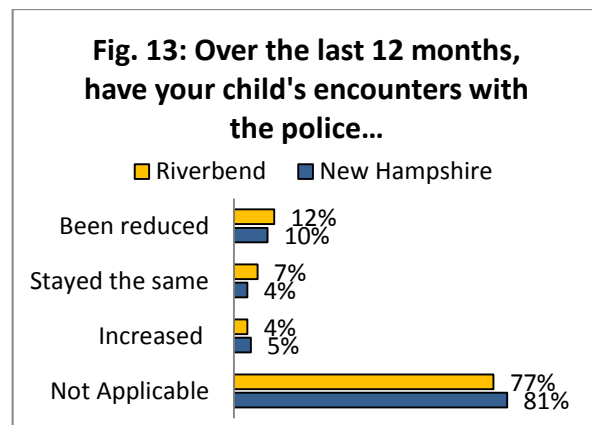
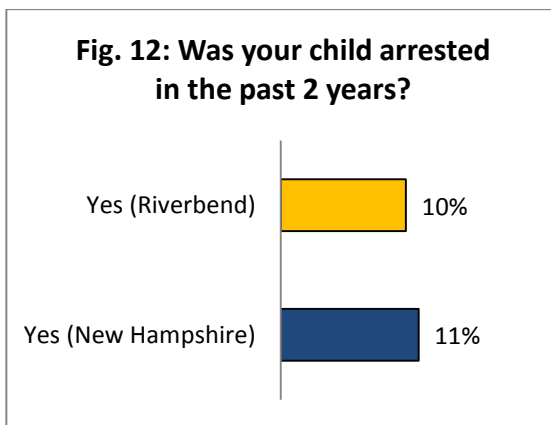
\*\*p<.05 statistically significant, 2-tailed test.

## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

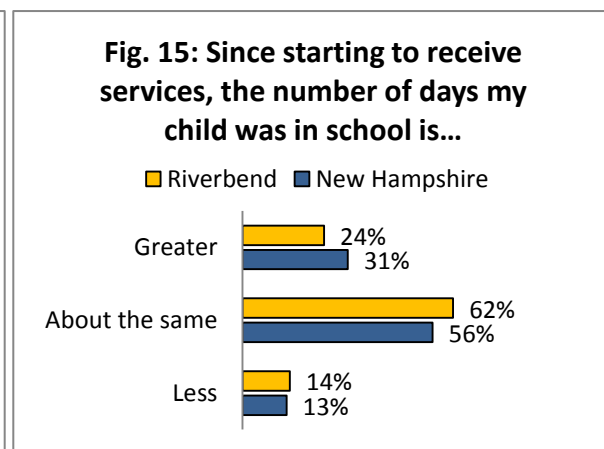
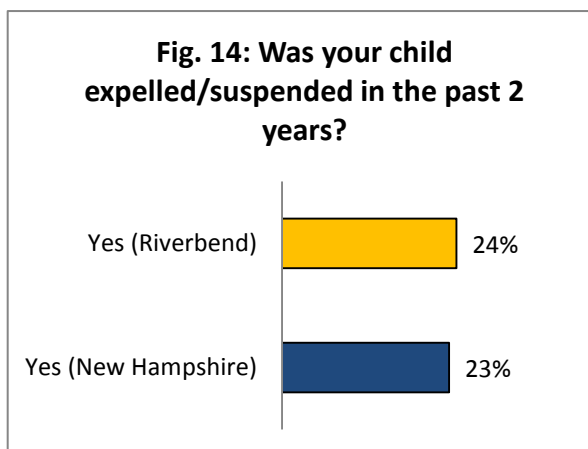
### *Arrest History and Police Encounters*

- ♦ 10% reported that their child was arrested in the past 2 years (NH=11%).
- ♦ 12% reported a reduction in police encounters (NH=10%).
- ♦ 4% reported an increase in police encounters (NH=5%).



### *School Attendance*

- ♦ 24% said their child was expelled or suspended in the past 2 years (NH=23%).
- ♦ 24% said the number of days their child was in school was greater since starting to receive services (NH=31%).
- ♦ 14% said the number of days their child was in school was less since starting to receive services (NH=13%).

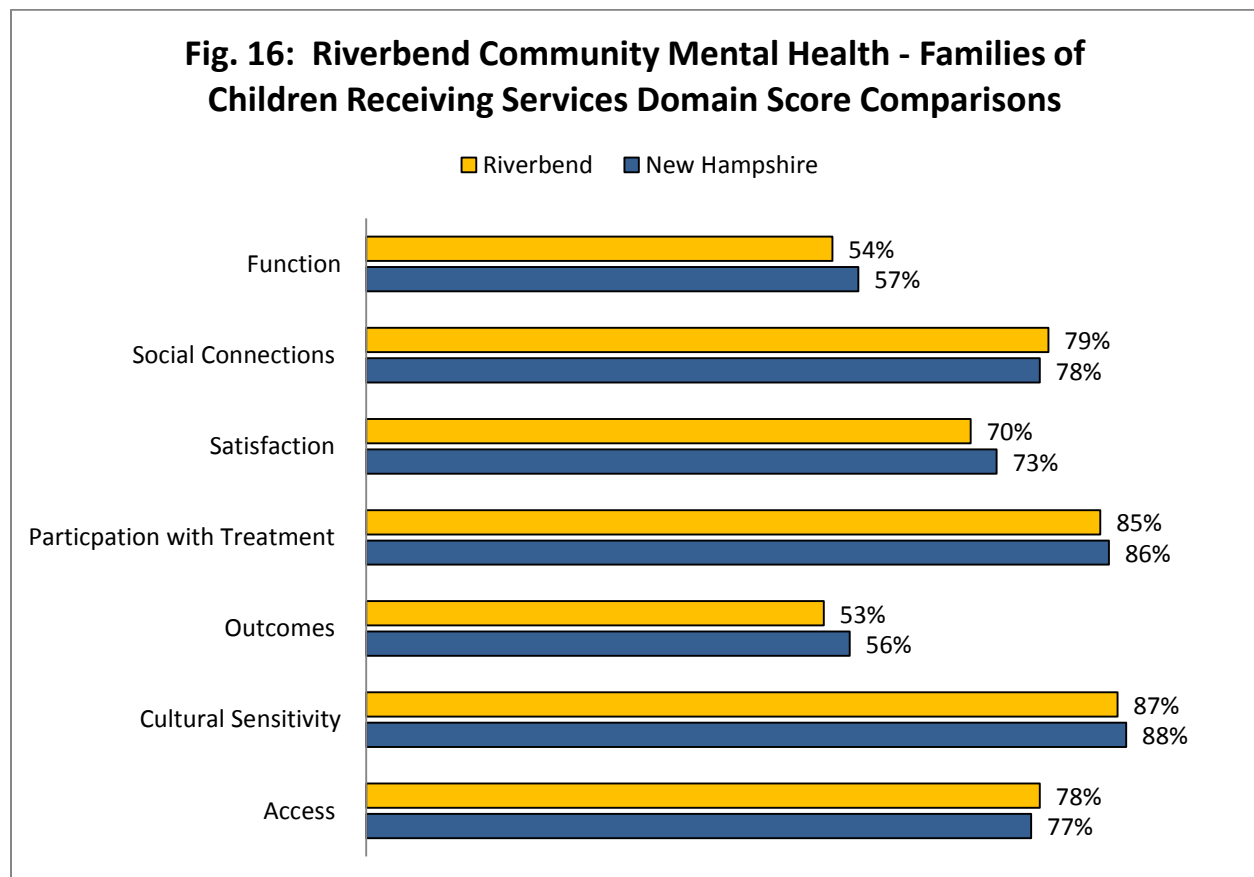


\*Data only reflects results from respondents 6 years and older.

## Domain Results

Figure 16 shows the domain scores from Riverbend as compared to the statewide average for New Hampshire. Riverbend scored similarly to the overall state of New Hampshire in all categories with some minor variations. None of the differences were statistically significant.

- ♦ Function: 54% (NH=57%).
- ♦ Satisfaction: 70% (NH=73%).
- ♦ Access: 78% (NH=77%).



# Riverbend Community Mental Health - Youth Survey Results

## Demographics

There were a total of 116 respondents for the Youth Services Survey from Riverbend via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

### *Gender:*

- ♦ 68% female (NH=60%)
- ♦ 32% male (NH=40%)

### *Age of Adult Respondents:*

- ♦ Range = 14-17
- ♦ Average age=15.4 (NH=15.6)

### *Racial Demographics:*

- ♦ 91% White (Caucasian)
- ♦ 7% American Indian or Alaska Native
- ♦ 6% Other

### *Currently in School:*

- ♦ 93% reported currently being in school which is slightly higher than the statewide average of 92%.

### *Spanish/Hispanic/Latino Origin:*

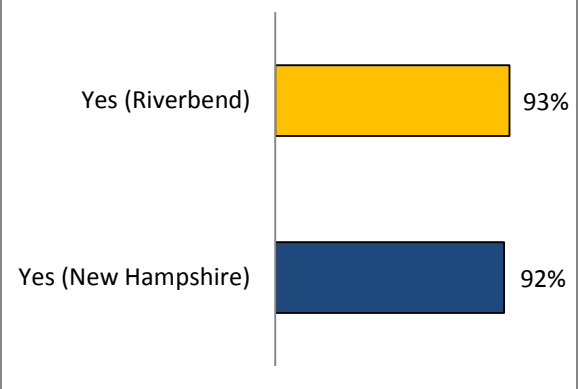
- ♦ 5% Spanish/Hispanic/Latino origin

Table 3: Race	% RIV*	% State*
White (Caucasian)	91%	91%
American Indian or Alaska Native	7%	5%
Other	6%	6%
Black (African American)	3%	3%
Asian	0%	0.1%
Native Hawaiian or Other Pacific Islander	0%	0.4%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 3a: Spanish/Hispanic/Latino Origin	% RIV	% State
No	95%	91%
Yes	5%	7%

**Fig. 17: Currently in School**



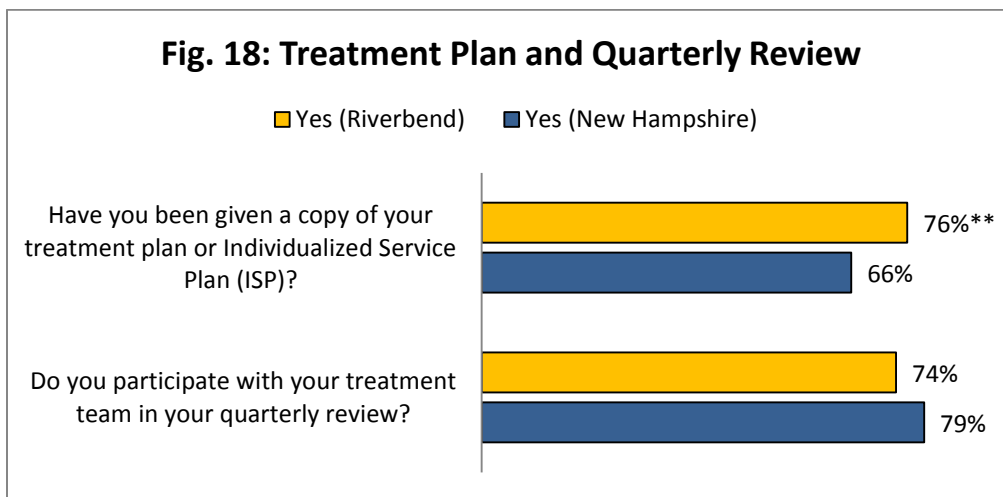
### *Race: Comparison to State*

- ♦ The racial composition of Riverbend is very similar to that of the overall state of New Hampshire.

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

- ♦ 74% indicated they participated with their treatment team in their quarterly review (NH=79%).
- ♦ 76% said they were given a copy of their Individualized Service Plan (ISP), which is significantly higher than the state (66%).

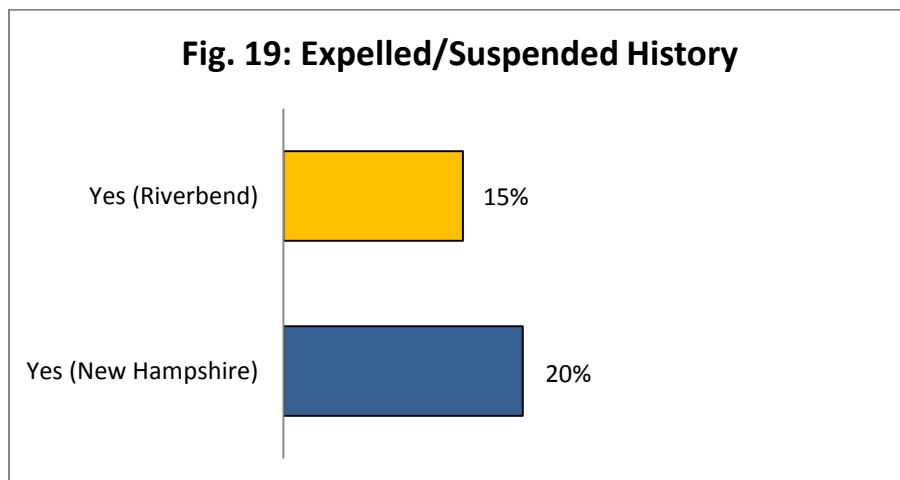


\*\*p<.05 statistically significant, 2-tailed test

## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

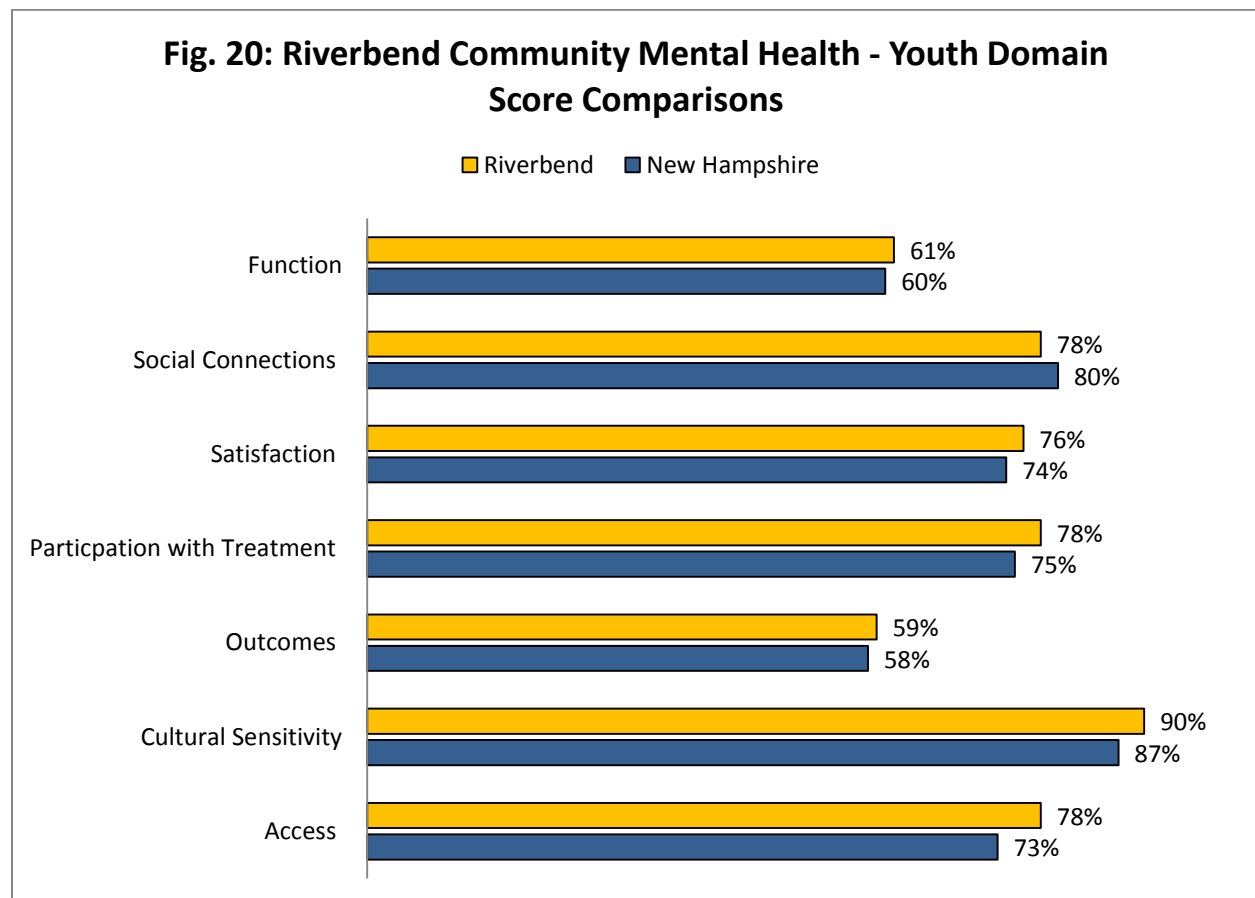
- ♦ 15% indicated they were expelled or suspended in the last 12 months (NH=20%).



## Domain Results

Figure 20 shows the domain scores from Riverbend as compared to the statewide average of New Hampshire. Riverbend scored higher on all categories compared to the statewide average except for Social Connections.

- ♦ Social Connections: 78% (NH=80%)
- ♦ Satisfaction: 76% (NH=74%)
- ♦ Cultural Sensitivity: 90% (NH=87%)
- ♦ Access: 78% (NH=73%)







## Seacoast Mental Health Center - Adult Survey Results

### Demographics

A total of 153 adult consumers from Seacoast Mental Health Center responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

#### *Gender:*

- ♦ 66% female (NH=63%)
- ♦ 34% male (NH=37%)

#### *Racial Demographics:*

- ♦ 93% White (Caucasian)
- ♦ 6% American Indian or Alaskan Native

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 2% Spanish/Hispanic/Latino origin

#### *Age of Adult Respondents:*

- ♦ 12% between the ages of 18-24
- ♦ 42% between the ages 25-44
- ♦ 37% between the ages 45-64
- ♦ 9% were 65 years and older

#### *Annual Household Income:*

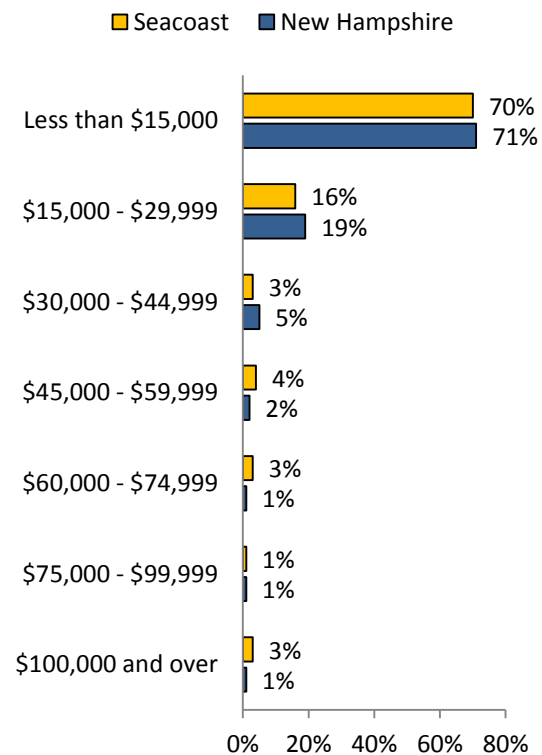
- ♦ 70% less than \$15,000
- ♦ 16% between \$15,000-\$29,999

Table 1: Race	% SEA*	% State
White (Caucasian)	93%	92%
American Indian or Alaska Native	6%	5%
Other	2%	4%
Black (African American)	4%	2%
Asian	0%	0.8%
Native Hawaiian or Other Pacific Islander	1%	0.2%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin	% SEA	% State
No	98%	97%
Yes	2%	3%

**Fig. 1: Annual Household Income**

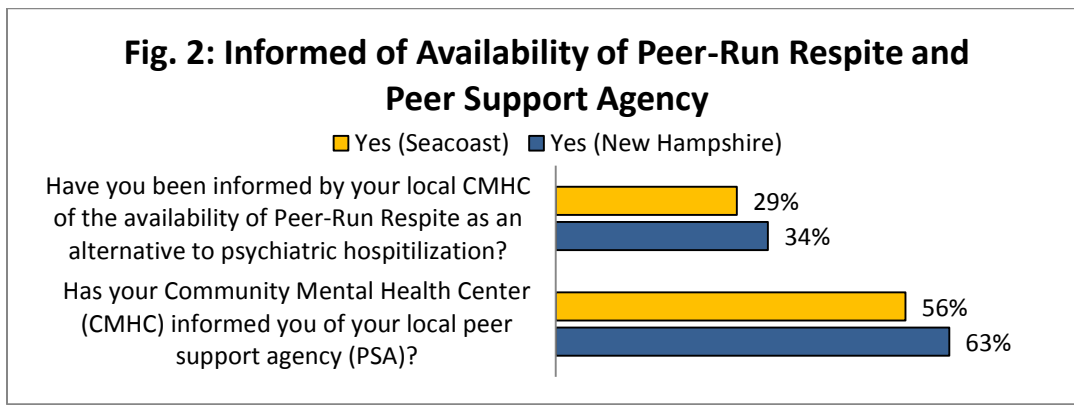


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (89%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

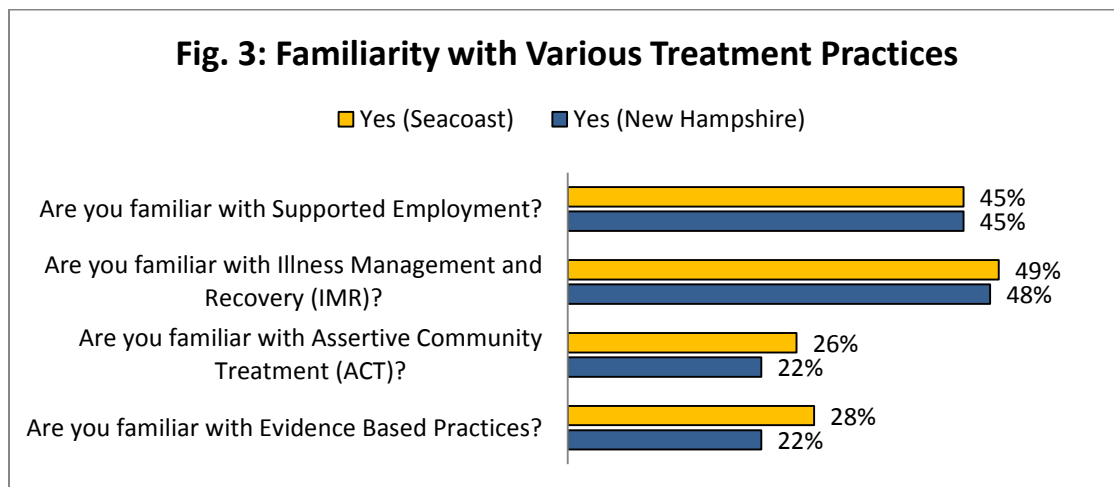
### *Peer Support Programs*

- ♦ 29% indicated they had been informed by their CMHC of the availability of the Peer-Run Respite as an alternative to psychiatric hospitalization (NH=34%)
- ♦ 56% indicated their CMHC informed them of their Local Peer Support Agency (NH=63%)



### *Treatment Practices (2014 data only)*

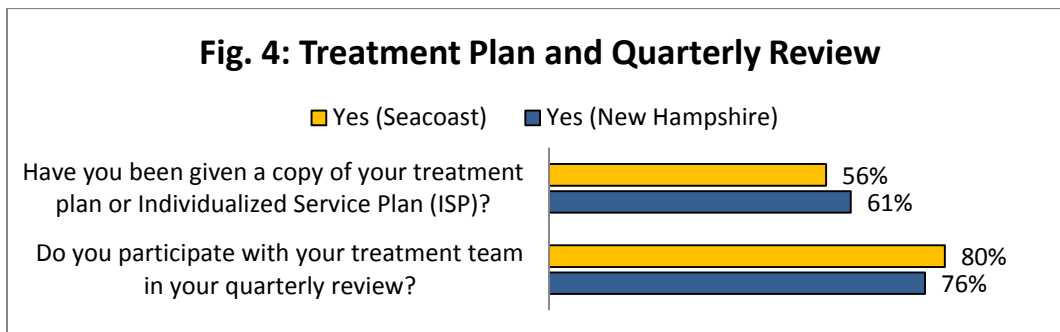
- ♦ Respondents were most familiar with Illness Management and Recovery (49%) and Supported Employment (45%). The state percentages are 48% and 45%, respectively.
- ♦ Respondents were less familiar with Assertive Community Treatment (26%) and Evidence Based Practices (28%). (NH=22% for each)



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ♦ 56% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP) (NH=61%).
- ♦ 80% indicated they participated with their treatment team in their quarterly review. This percentage is higher than the state percentage (76%).



## Behavioral Outcomes

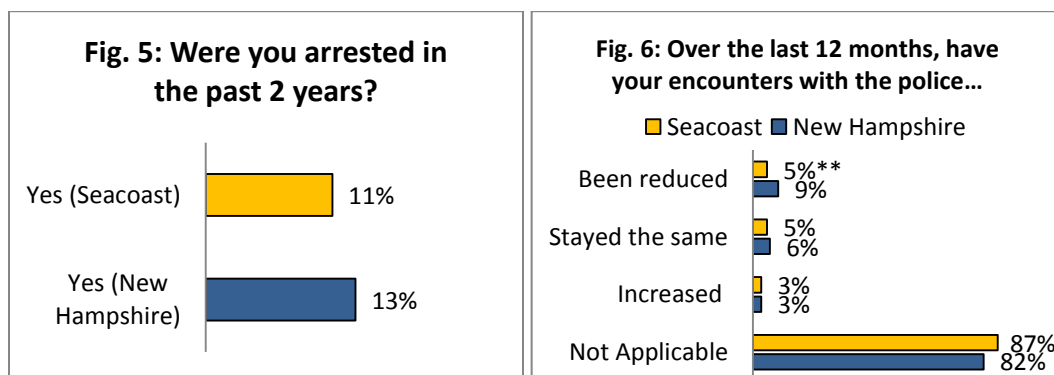
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### *Arrest History*

- ♦ 11% reported being arrested in the past 2 years (NH=13%).

### *Police Encounters*

- ♦ 5% reported a reduction in police encounters, which is significantly lower than the state (9%).

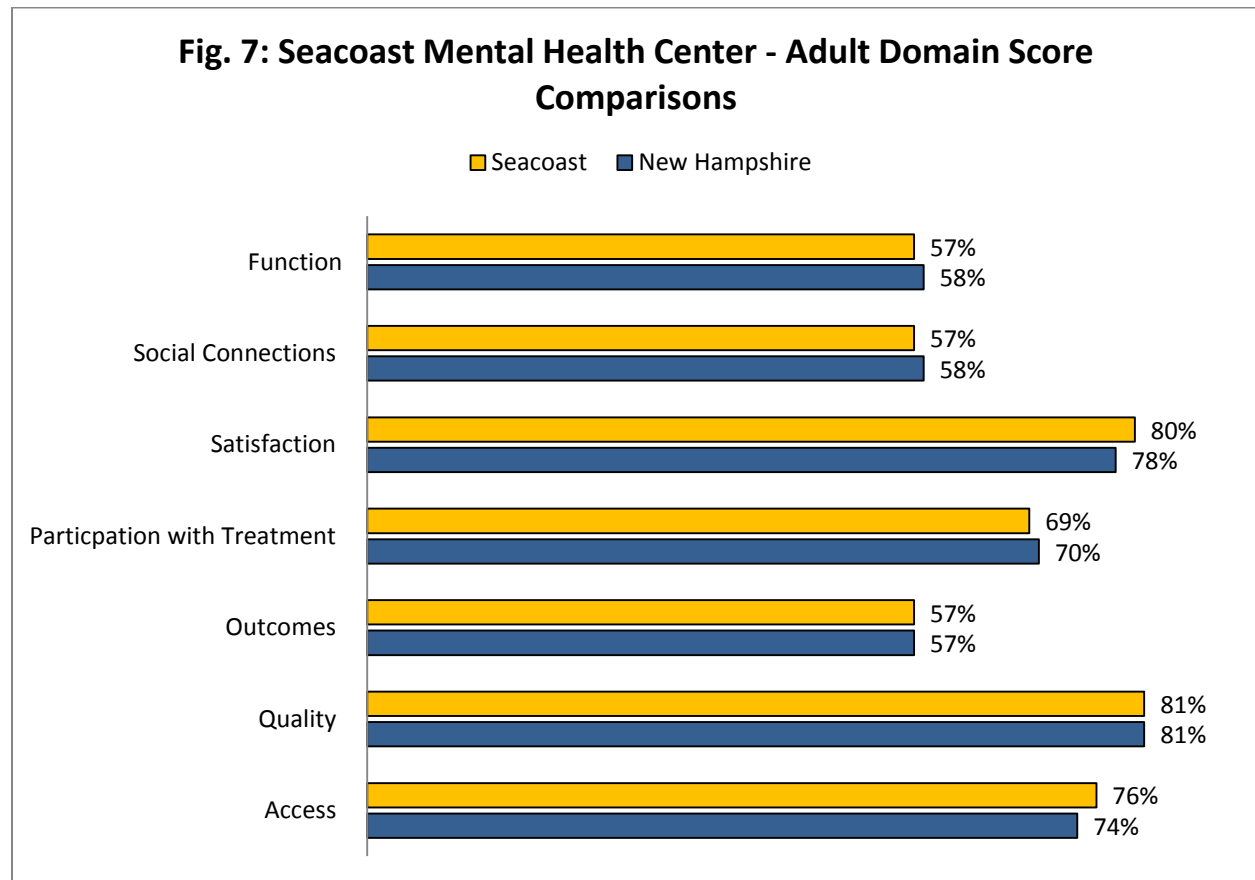


\*\*p<.05 statistically significant, 2-tailed test

## Domain Results

Figure 7 shows the domain scores from Seacoast as compared to the statewide average of New Hampshire. Seacoast reported very similar domain scores across all of the categories with no more than a 2% difference than the statewide average in any category.

- ♦ Satisfaction (80%) was slightly higher than the statewide average (78%).
- ♦ Access (76%) was slightly higher than the statewide average (74%).



## Seacoast Mental Health Center - Families of Children Receiving Services Survey Results

### Demographics

A total of 154 families responded to the Child and Youth Services Survey for Seacoast via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

#### *Gender:*

- ♦ 41% female (NH=41%)
- ♦ 59% male (NH=59%)

#### *Racial Demographics:*

- ♦ 93% White (Caucasian)
- ♦ 5% Other

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 6% Spanish/Hispanic/Latino origin

#### *Age of Child:*

- ♦ 4% between the ages of 0-5
- ♦ 48% between the ages 6-11
- ♦ 48% between the ages 12-17

#### *Annual Household Income:*

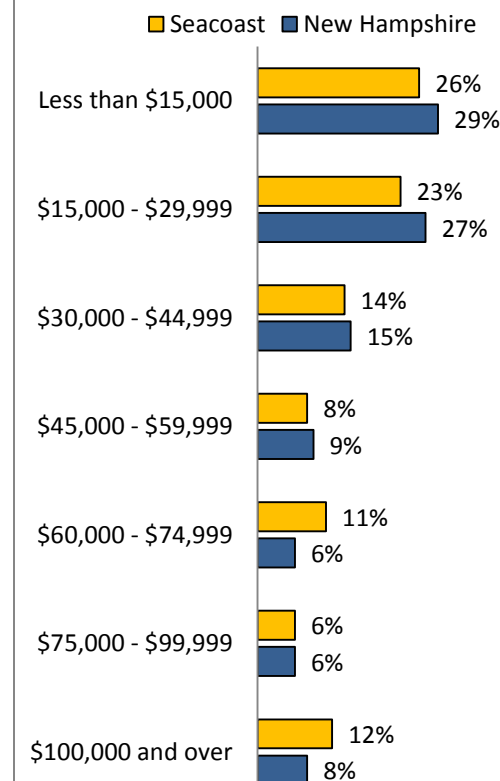
- ♦ 26% less than \$15,000
- ♦ 23% between \$15,000-\$29,999

Table 2: Race**	% SEA*	% State
White (Caucasian)	93%	92%
American Indian or Alaska Native	2%	3%
Other	5%	5%
Black (African American)	3%	5%
Asian	3%	2%
Native Hawaiian or Other Pacific Islander	1%	1%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 2a: Spanish/Hispanic/Latino Origin**	% SEA	% State
No	94%	92%
Yes	6%	8%

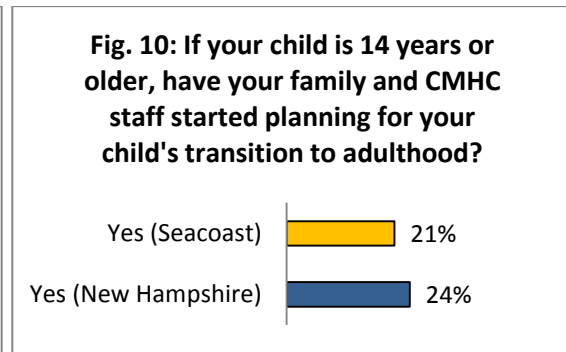
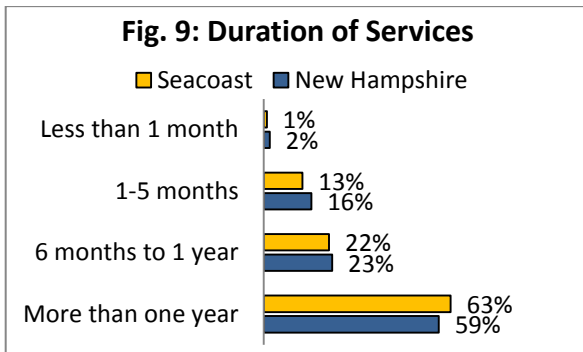
**Fig. 8: Annual Household Income**



## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

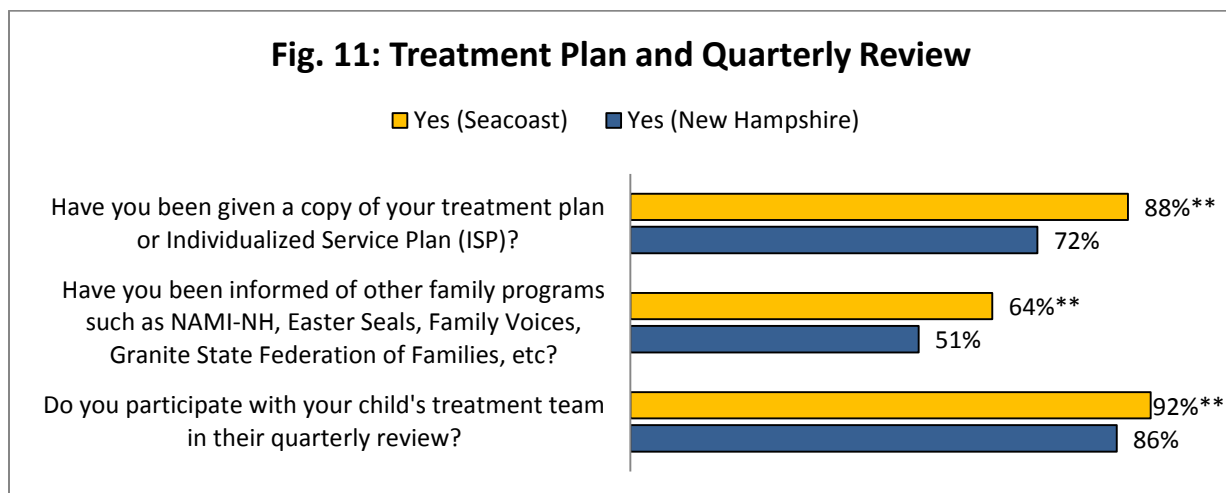
- ♦ 63% indicated their child received services for more than one year (NH=59%).
- ♦ 21% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood (NH=24%).



## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ♦ 88% were given a copy of their treatment plan or Individualized Service Plan, which is significantly higher than the statewide average of 72%.
- ♦ 64% had been informed of other family programs, which is significantly higher than the statewide average of 51%.
- ♦ 92% participate with their child's treatment team in their quarterly review, which is significantly higher than the statewide average of 86%.



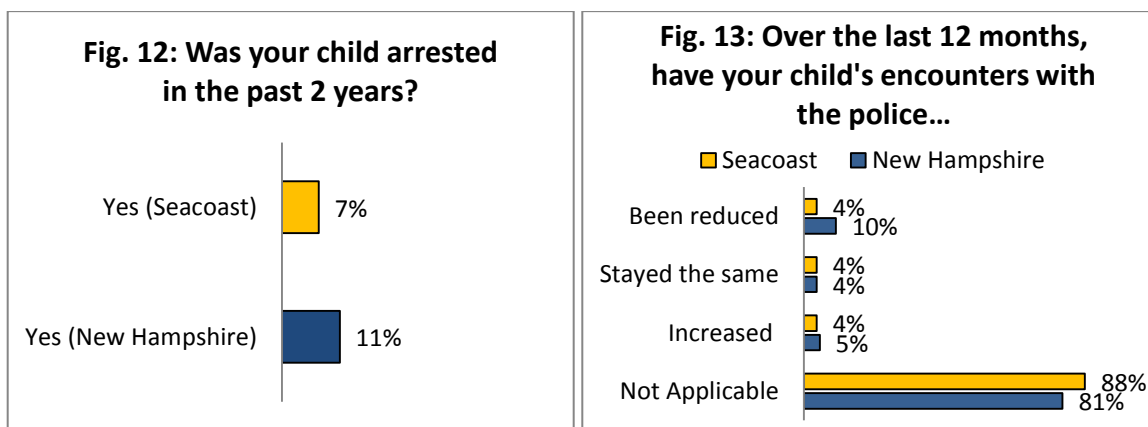
\*\*p<.05 statistically significant, 2-tailed test.

## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

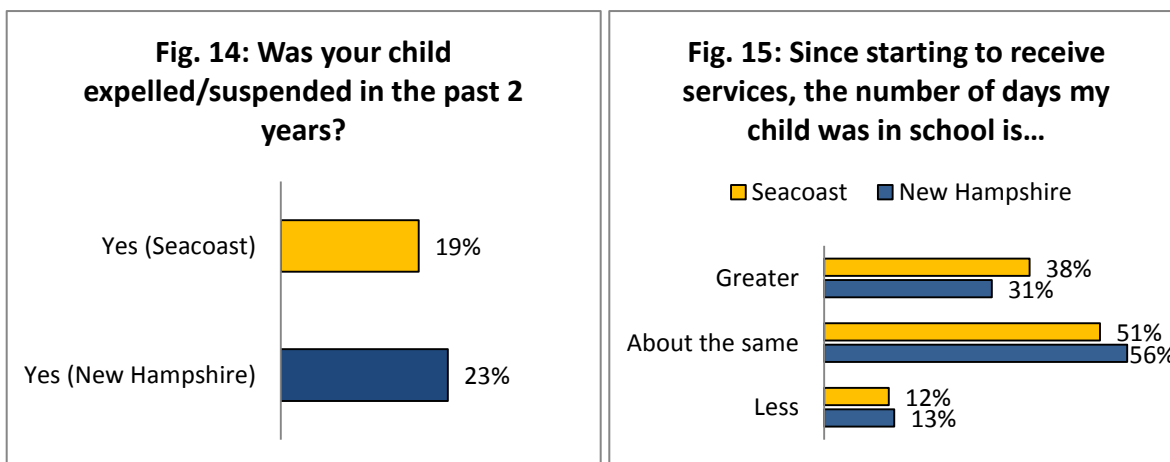
### *Arrest History and Police Encounters*

- ♦ 7% reported that their child was arrested in the past 2 years (NH=11%).
- ♦ 4% reported a reduction in police encounters (NH=10%).
- ♦ 4% reported an increase in police encounters (NH=5%).



### *School Attendance*

- ♦ 19% said their child was expelled or suspended in the past 2 years (NH=23%).
- ♦ 38% said the number of days their child was in school was greater since starting to receive services (NH=31%).
- ♦ 12% said the number of days their child was in school was less since starting to receive services (NH=13%).

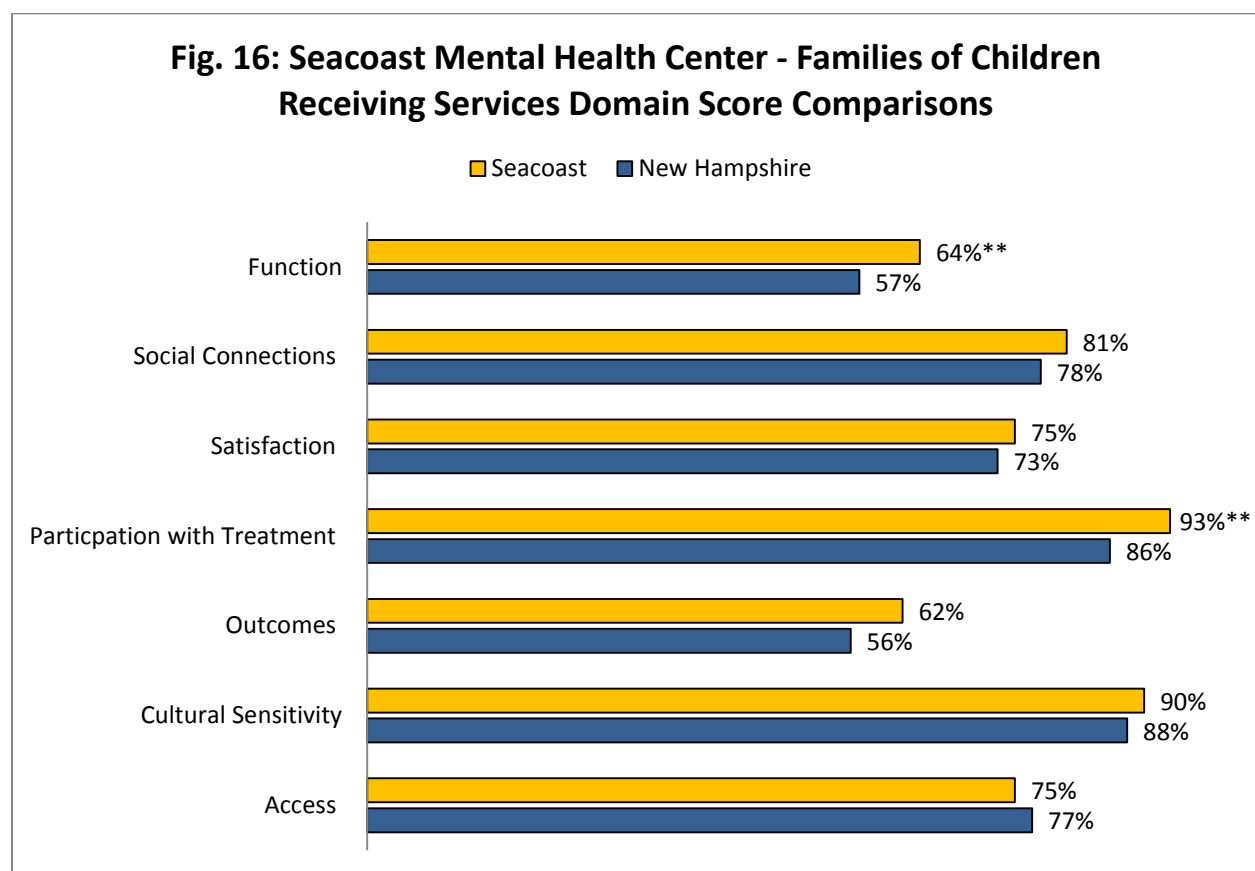


\*Data only reflects results from respondents 6 years and older.

## Domain Results

Figure 16 shows the domain scores from Seacoast as compared to the statewide average for New Hampshire. Seacoast scored higher than the overall state of New Hampshire in all categories except for Access. Two of the scores (Function and Participation with Treatment) were significantly higher than the state averages.

- ♦ Function: 64% (NH=57%).
- ♦ Participation with Treatment: 93% (NH=86%).
- ♦ Outcomes: 62% (NH=56%).
- ♦ Access: 75% (NH=77%).



\*\*p<.05 statistically significant, 2-tailed test.



## Seacoast Mental Health Center - Youth Survey Results

### Demographics

There were a total of 71 respondents for the Youth Services Survey from Seacoast via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

#### *Gender:*

- ♦ 65% female (NH=60%)
- ♦ 35% male (NH=40%)

#### *Age of Adult Respondents:*

- ♦ Range = 14-17
- ♦ Average age=15.7 (NH=15.6)

#### *Racial Demographics:*

- ♦ 93% White (Caucasian)
- ♦ 3% American Indian or Alaska Native
- ♦ 3% Black (African American)

#### *Currently in School:*

- ♦ 90% reported currently being in school which is slightly lower than the statewide average of 92%.

#### *Spanish/Hispanic/Latino Origin:*

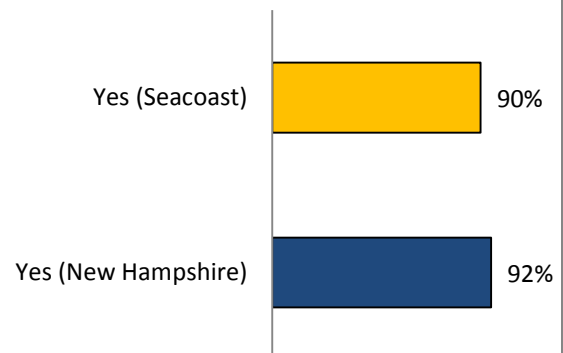
- ♦ 3% Spanish/Hispanic/Latino origin

<b>Table 3: Race</b>	<b>% SEA*</b>	<b>% State*</b>
White (Caucasian)	93%	91%
American Indian or Alaska Native	3%	5%
Other	1%	6%
Black (African American)	3%	3%
Asian	0%	0.1%
Native Hawaiian or Other Pacific Islander	0%	0.4%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

<b>Table 3a: Spanish/Hispanic/Latino Origin</b>	<b>% SEA</b>	<b>% State</b>
No	97%	91%
Yes	3%	7%

**Fig. 17: Currently in School**



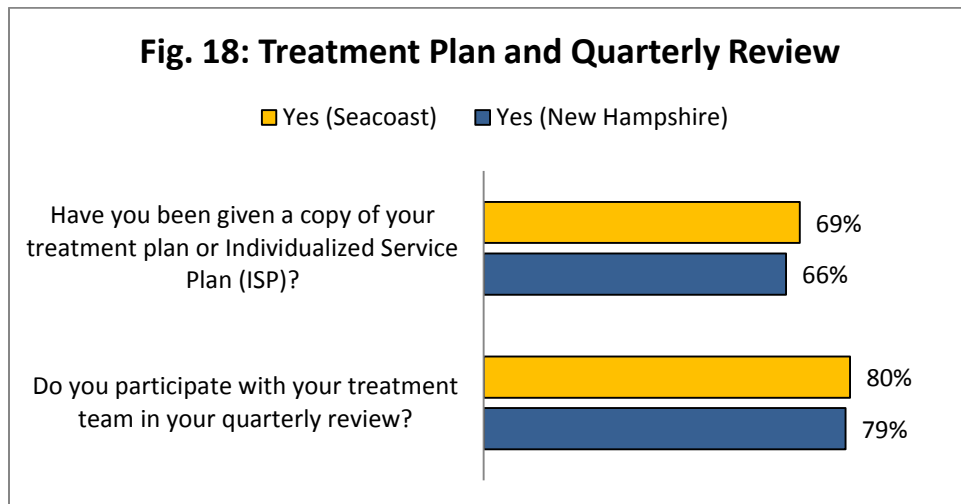
#### *Race: Comparison to State*

- ♦ The racial composition of Seacoast is very similar to that of the overall state of New Hampshire.

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

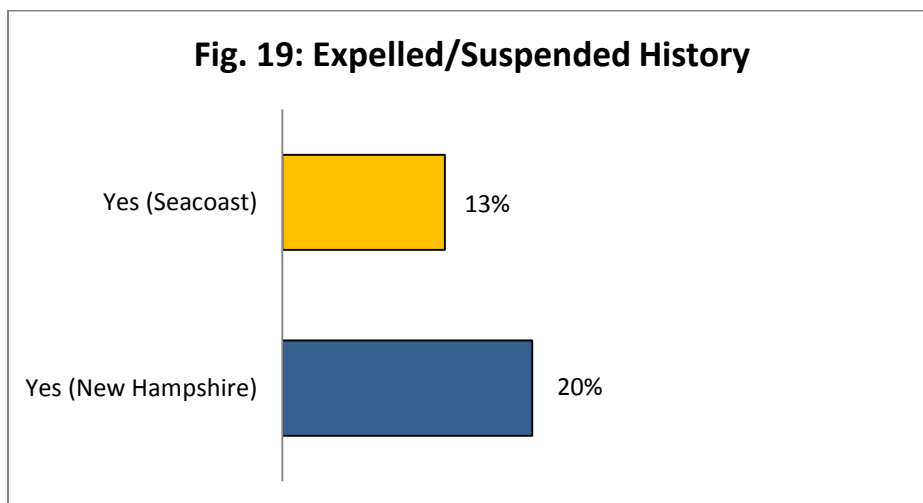
- ♦ 80% indicated they participated with their treatment team in their quarterly review (NH=79%).
- ♦ 69% said they were given a copy of their Individualized Service Plan (ISP) (NH=66%)



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

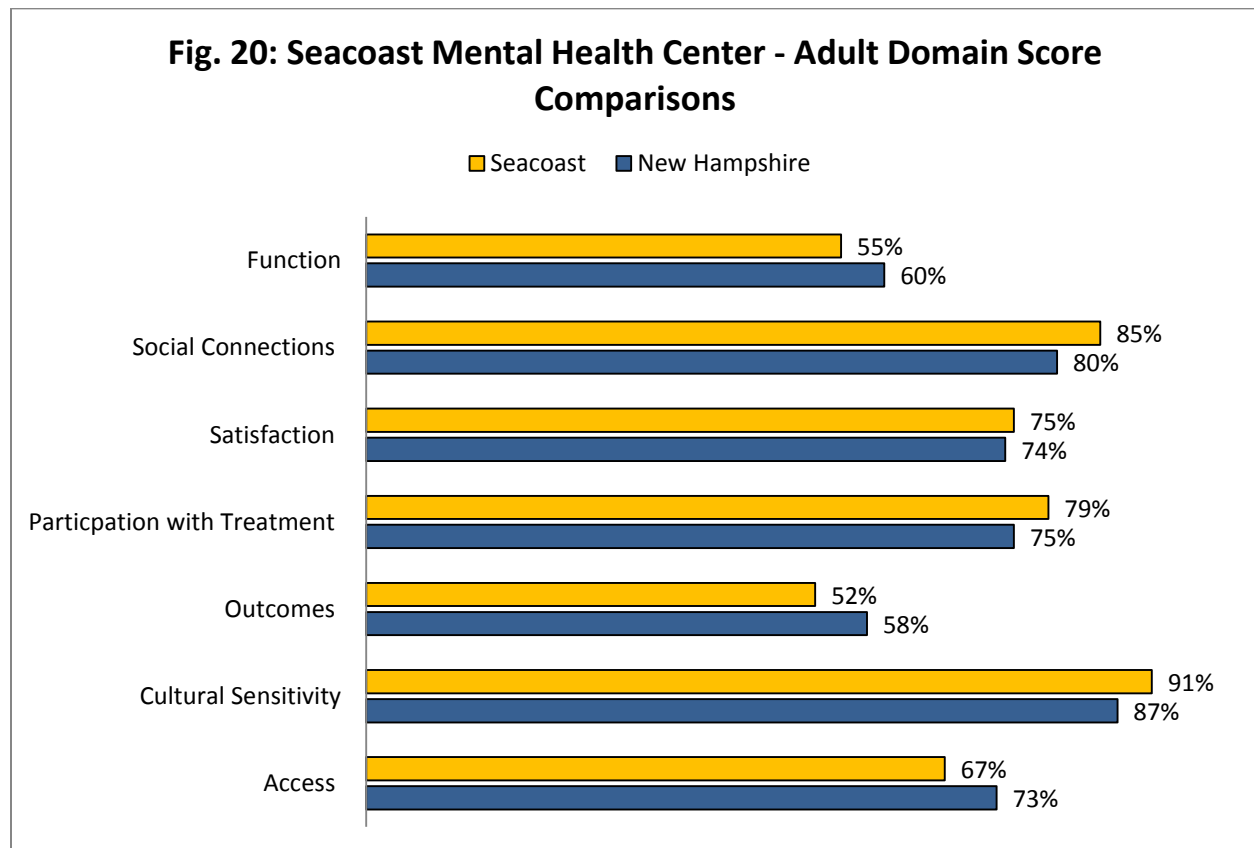
- ♦ 13% indicated they were expelled or suspended in the last 12 months (NH=20%).



## Domain Results

Figure 20 shows the domain scores from Seacoast as compared to the statewide average of New Hampshire. Seacoast scored higher on some categories (Social Connections, Satisfaction, Participation with Treatment, and Cultural Sensitivity) and scored lower on other categories (Function, Outcomes, and Access) compared to the statewide average other than Social Connections, though none of the differences were statistically significant.

- ♦ Function: 55% (NH=60%)
- ♦ Social Connections: 85% (NH=80%)
- ♦ Participation with Treatment: 79% (NH=75%)
- ♦ Outcomes: 52% (NH=58%)
- ♦ Cultural Sensitivity: 91% (NH=87%)
- ♦ Access: 67% (NH=73%)





## West Central Behavioral Health - Adult Survey Results

### Demographics

A total of 177 adult consumers from West Central Behavioral Health responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

#### *Gender:*

- ♦ 75%\*\* female (NH=63%)
- ♦ 25% male (NH=37%)

#### *Racial Demographics:*

- ♦ 97% White (Caucasian)
- ♦ 6% American Indian or Alaskan Native

#### *Spanish/Hispanic/Latino Origin:*

- ♦ 1% Spanish/Hispanic/Latino origin

#### *Age of Adult Respondents:*

- ♦ 6% between the ages of 18-24
- ♦ 19% between the ages 25-44
- ♦ 48% between the ages 45-64
- ♦ 27% were 65 years and older

#### *Annual Household Income:*

- ♦ 68% less than \$15,000
- ♦ 25% between \$15,000-\$29,999

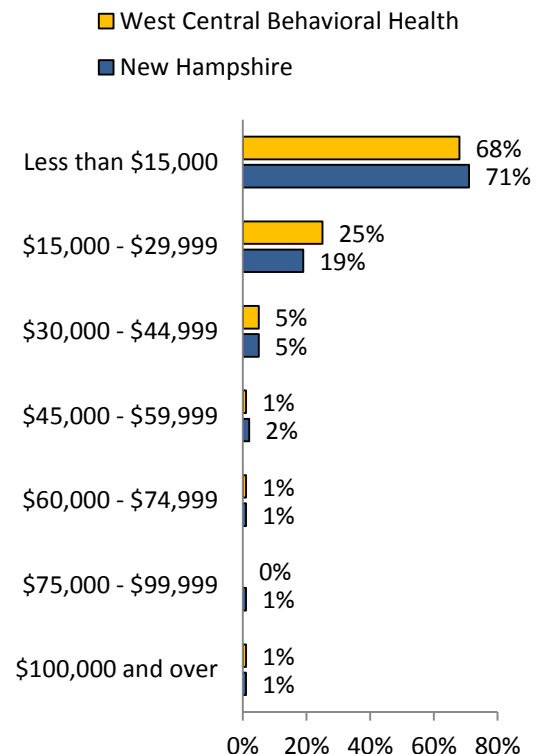
Table 1: Race	% WC*	% State
White (Caucasian)	97%	92%
American Indian or Alaska Native	6%	5%
Other	1%	4%
Black (African American)	1%	2%
Asian	1%	0.8%
Native Hawaiian or Other Pacific Islander	0%	0.2%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin**	% WC	% State
No	99%	97%
Yes	1%	3%

\*\*p<.05 statistically significant, 2-tailed test

**Fig. 1: Annual Household Income**

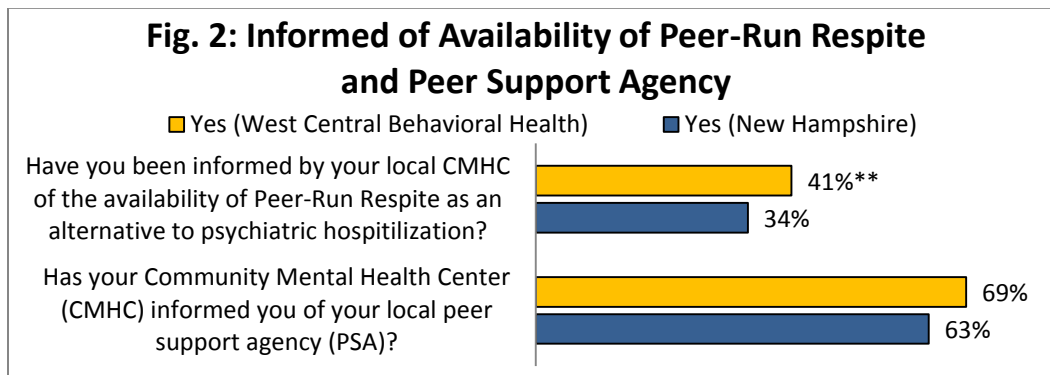


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (98%), which is significantly higher than the state average (91%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

### Peer Support Programs

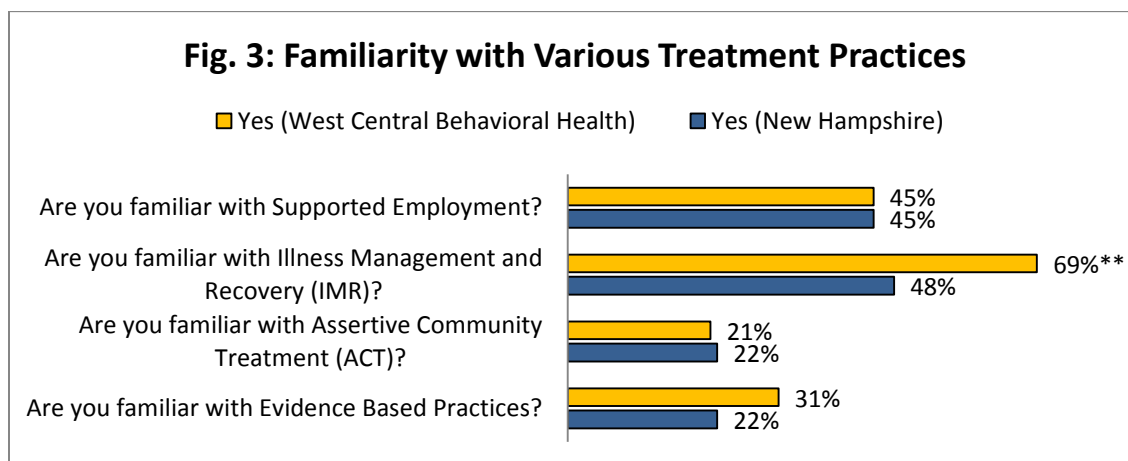
- ♦ 41% indicated they had been informed by their CMHC of the availability of the Peer-Run Respite as an alternative to psychiatric hospitalization, which is significantly higher than the state (34%).
- ♦ 69% indicated their CMHC informed them of their Local Peer Support Agency (NH=63%).



\*\*p<.05 statistically significant, 2-tailed test

### Treatment Practices (2014 data only)

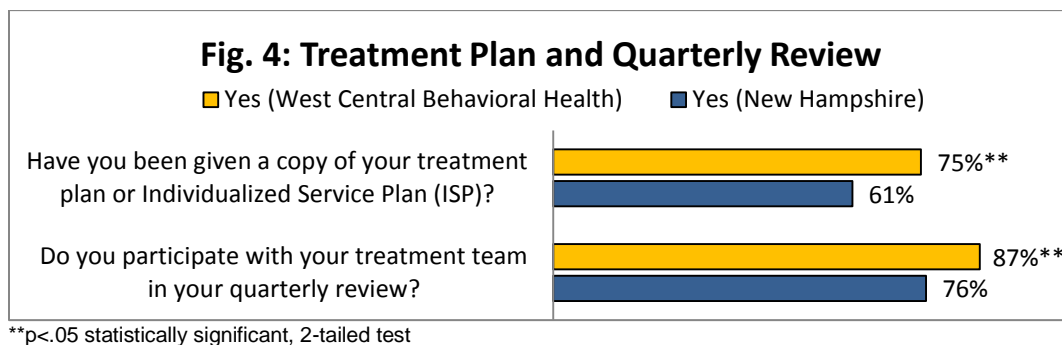
- ♦ Respondents were most familiar with Illness Management and Recovery (69%) and Supported Employment (45%). The percentage for being familiar with Illness Management and Recovery is significantly higher than the statewide average (48%).
- ♦ Respondents were less familiar with Assertive Community Treatment (21%) and Evidence Based Practices (31%). (NH=22% for each)



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ♦ 75% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP), which is significantly higher than the state (61%).
- ♦ 87% indicated they participated with their treatment team in their quarterly review. This percentage is significantly higher than the state percentage (76%).



## Behavioral Outcomes

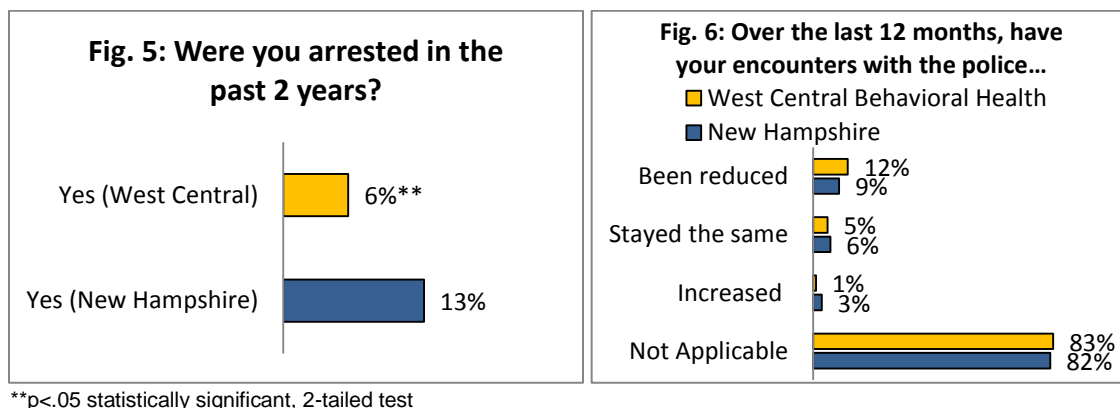
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### *Arrest History*

- ♦ 6% reported being arrested in the past 2 years, which is significantly lower than the state (13%).

### *Police Encounters*

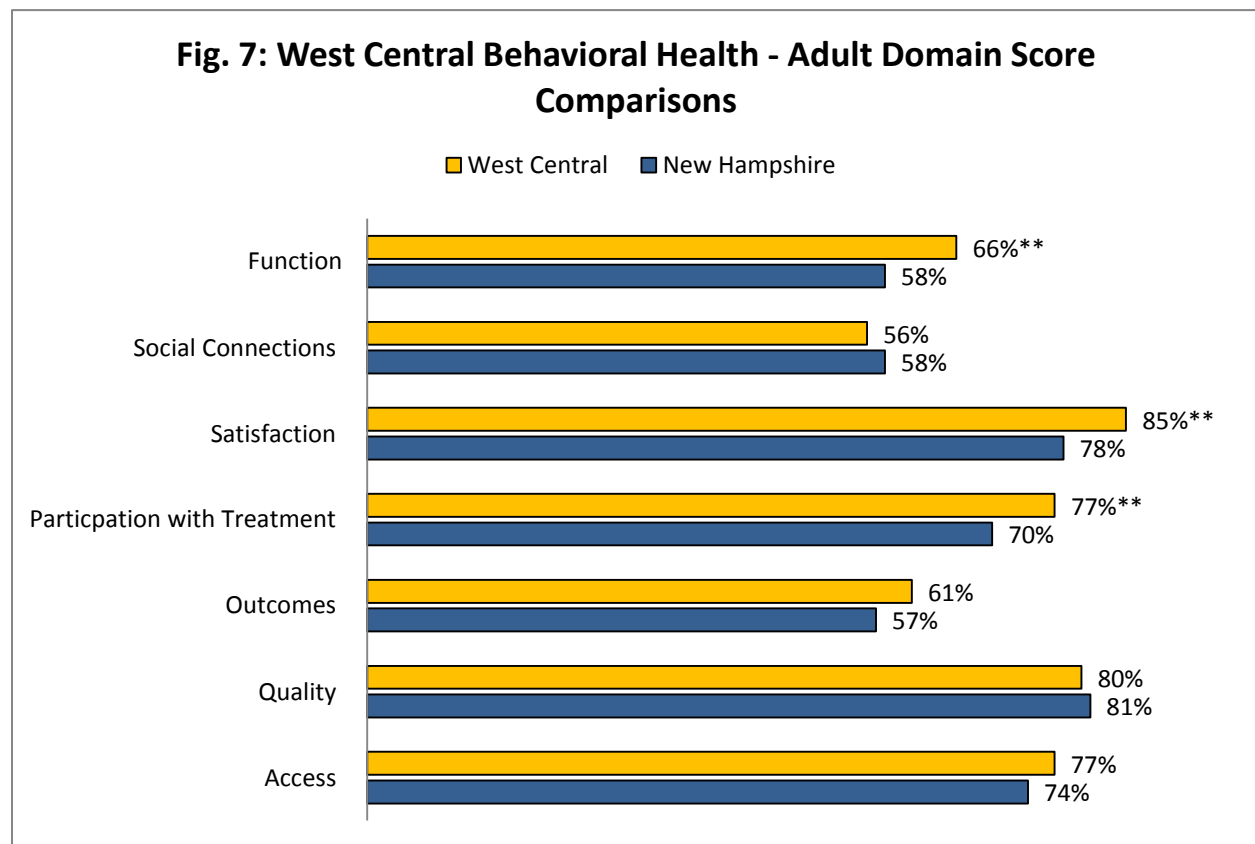
- ♦ 12% reported a reduction in police encounters (NH=9%).
- ♦ 1% reported an increase in police encounters (NH=3%).



## Domain Results

Figure 7 shows the domain scores from West Central Behavioral Health as compared to the statewide average of New Hampshire. West Central Behavioral Health reported similar domain scores compared to the statewide average with three scores being significantly higher than the statewide average.

- ♦ Satisfaction (85%) was significantly higher than the statewide average (78%).
- ♦ Function (66%) was significantly higher than the statewide average (58%).
- ♦ Participation with Treatment (77%) was significantly higher than the statewide average (70%).



\*\*p<.05 statistically significant, 2-tailed test



## West Central Behavioral Health - Families of Children Receiving Services Survey Results

### Demographics

A total of 87 families responded to the Child and Youth Services Survey for West Central Behavioral Health via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

#### Gender:

- ♦ 36% female (NH=41%)
- ♦ 64% male (NH=59%)

#### Racial Demographics:

- ♦ 89% White (Caucasian)
- ♦ 12% American Indian or Alaska Native
- ♦ 5% Black (African American)

#### Spanish/Hispanic/Latino Origin:

- ♦ 4% Spanish/Hispanic/Latino origin

#### Age of Child:

- ♦ 6% between the ages of 0-5
- ♦ 59% between the ages 6-11
- ♦ 35% between the ages 12-17

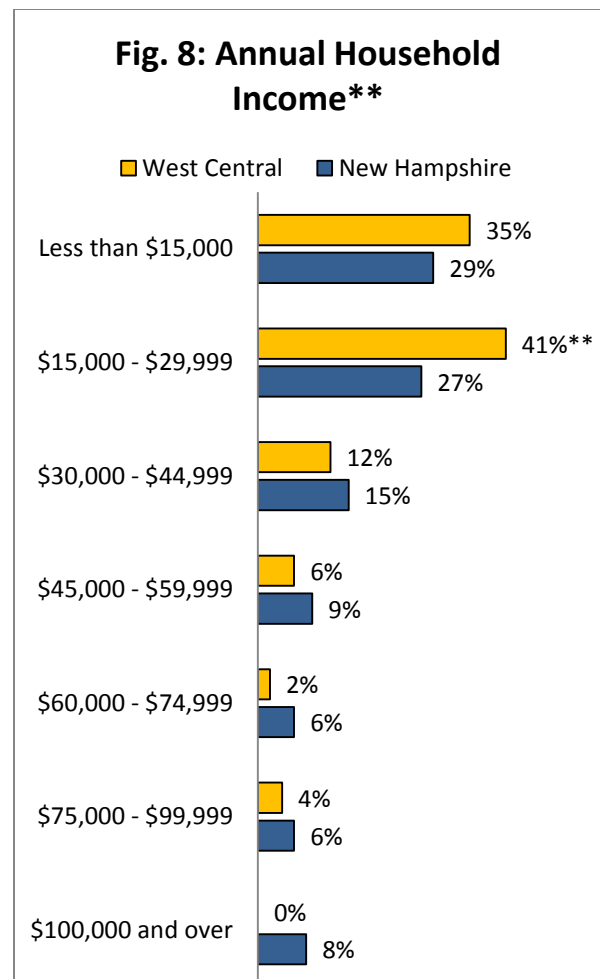
#### Annual Household Income:

- ♦ 35% less than \$15,000
- ♦ 41% between \$15,000-\$29,999

Table 2: Race**	% WC*	% State
White (Caucasian)	89%	92%
American Indian or Alaska Native	12%	3%
Other	1%	5%
Black (African American)	5%	5%
Asian	1%	2%
Native Hawaiian or Other Pacific Islander	2%	1%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 2a: Spanish/Hispanic/Latino Origin	% WC	% State
No	97%	92%
Yes	4%	8%

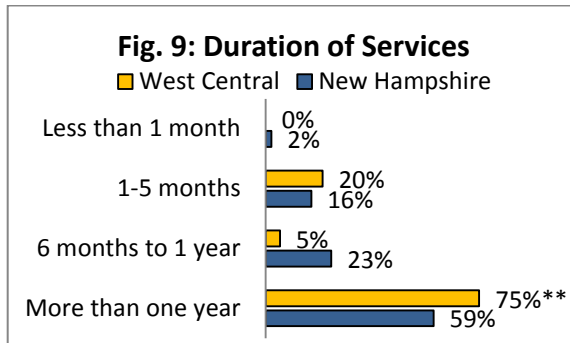


\*\*p<.05 statistically significant, 2-tailed test.

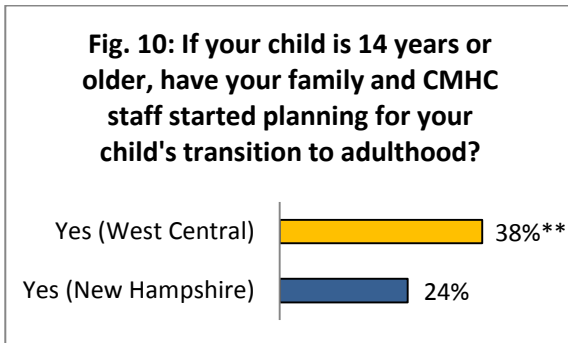
## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

- ♦ 75% indicated their child received services for more than one year, which is significantly higher than the state (59%).
- ♦ 38% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood, which is significantly higher than the state (24%).



\*\*p<.05 statistically significant, 2-tailed test.

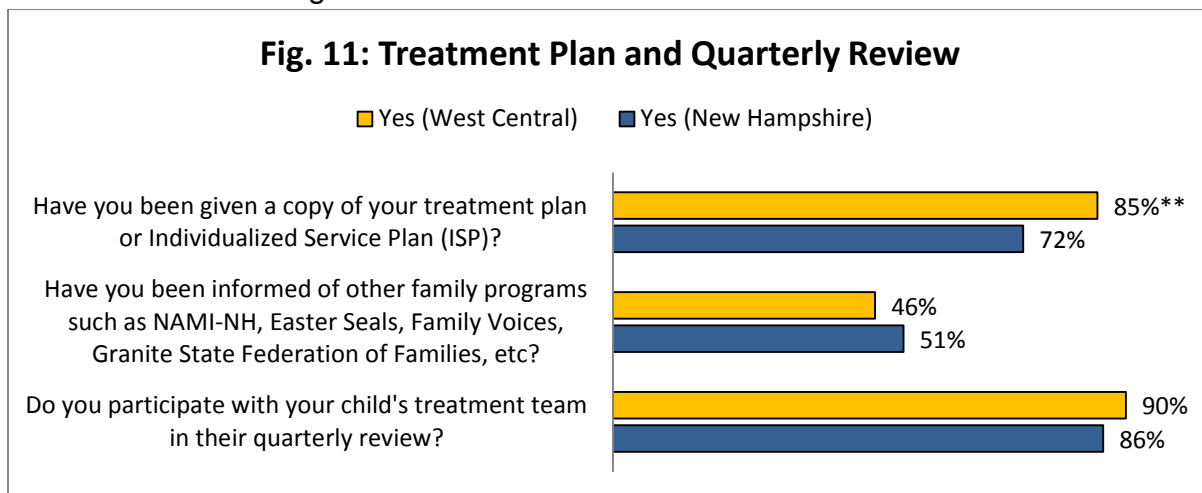


\*\*p<.05 statistically significant, 2-tailed test.

## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ♦ 85% were given a copy of their treatment plan or Individualized Service Plan which is significantly higher than the statewide average of 72%.
- ♦ 46% had been informed of other family programs which is lower than the statewide average of 51%.



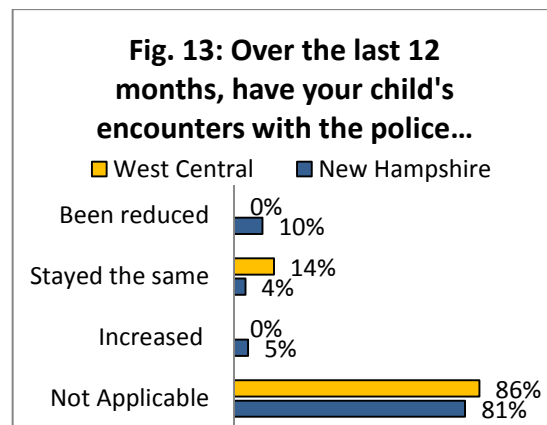
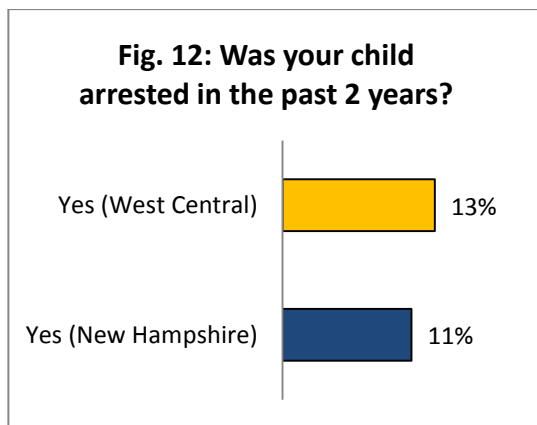
\*\*p<.05 statistically significant, 2-tailed test.

## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

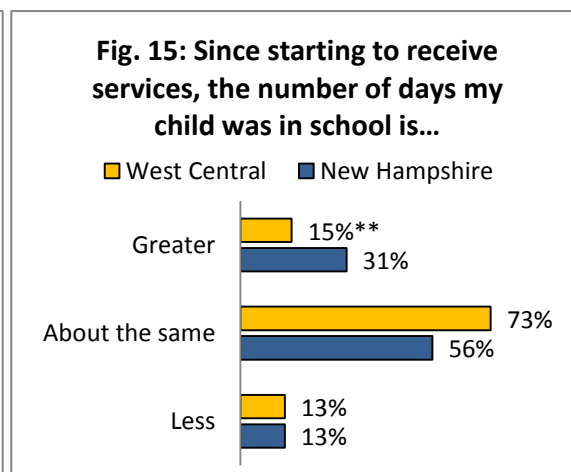
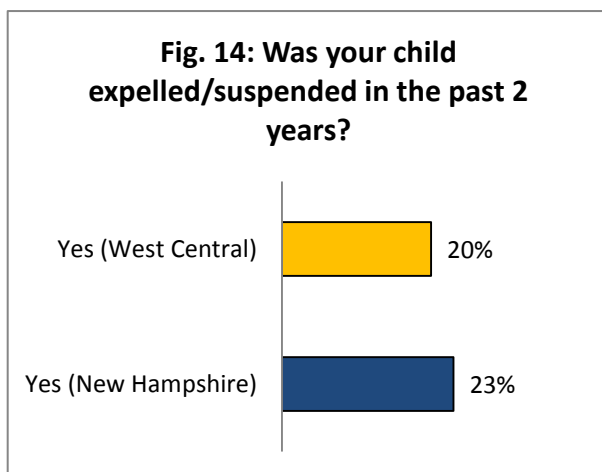
### *Arrest History and Police Encounters*

- ♦ 13% reported that their child was arrested in the past 2 years (NH=11%).
- ♦ 0% reported a reduction in police encounters (NH=10%).
- ♦ 0% reported an increase in police encounters (NH=5%).



### *School Attendance*

- ♦ 20% said their child was expelled or suspended in the past 2 years (NH=23%).
- ♦ 15% said the number of days their child was in school was greater since starting to receive services (NH=31%).
- ♦ 13% said the number of days their child was in school was less since starting to receive services (NH=13%).

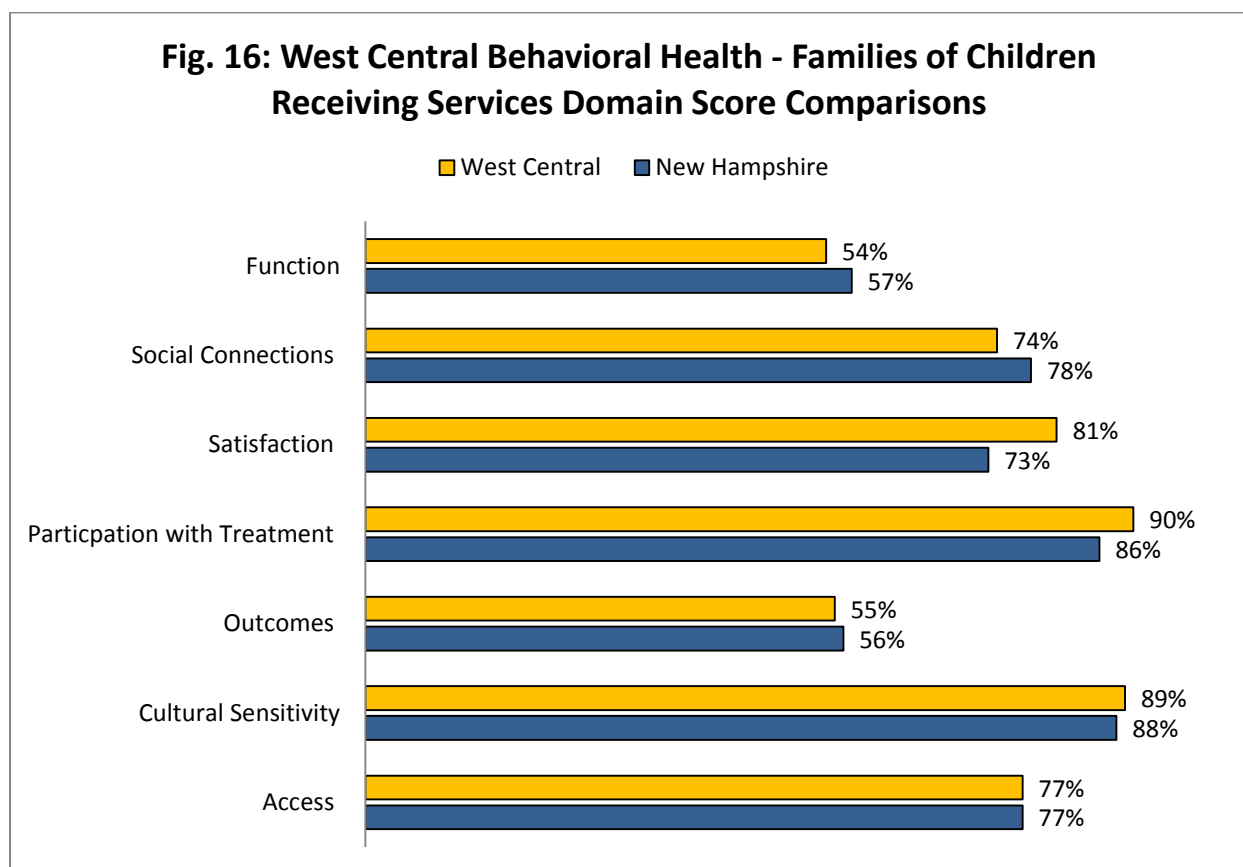


\*Data only reflects results from respondents 6 years and older. \*\*p<.05 statistically significant, 2-tailed test.

## Domain Results

Figure 16 shows the domain scores from West Central Behavioral Health as compared to the statewide average for New Hampshire. West Central Behavioral Health scored similarly to the overall state of New Hampshire on most categories. There were some larger differences in a few categories (Social Connections, Satisfaction, and Participation with Treatment), though none of the differences were statistically significant.

- ♦ Social Connections: 74% (NH=78%).
- ♦ Satisfaction: 81% (NH=73%).
- ♦ Participation with Treatment: 90% (NH=86%)



## West Central Behavioral Health - Youth Survey Results

### Demographics

There were a total of 51 respondents for the Youth Services Survey from West Central via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

#### *Gender:*

- ♦ 58% female (NH=60%)
- ♦ 42% male (NH=40%)

#### *Age of Adult Respondents:*

- ♦ Range = 14-17
- ♦ Average age=15.6 (NH=15.6)

#### *Racial Demographics:*

- ♦ 98% White (Caucasian)
- ♦ 6% American Indian or Alaska Native

#### *Currently in School:*

- ♦ 94% reported currently being in school which is slightly higher than the statewide average of 92%.

#### *Spanish/Hispanic/Latino Origin:*

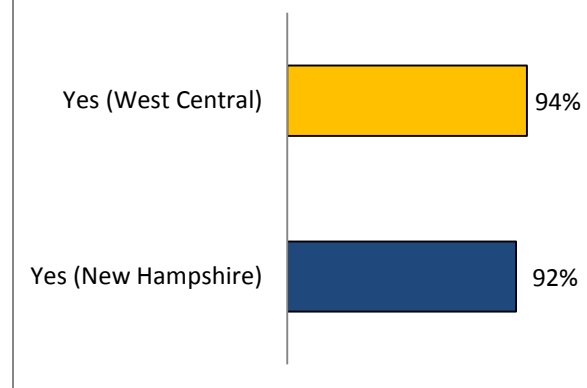
- ♦ 4% Spanish/Hispanic/Latino origin

<b>Table 3: Race</b>	<b>% WC*</b>	<b>% State*</b>
White (Caucasian)	98%	91%
American Indian or Alaska Native	6%	5%
Other	0%	6%
Black (African American)	0%	3%
Asian	0%	0.1%
Native Hawaiian or Other Pacific Islander	0%	0.4%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

<b>Table 3a: Spanish/Hispanic/Latino Origin</b>	<b>% WC</b>	<b>% State</b>
No	96%	91%
Yes	4%	7%

**Fig. 17: Currently in School**



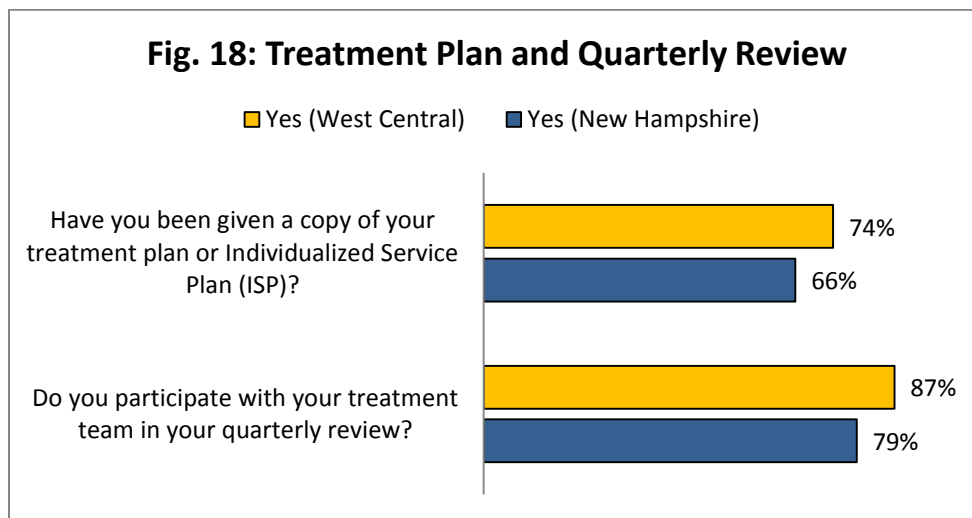
#### *Race: Comparison to State*

- ♦ The racial composition of West Central has a lower percentage of people reporting being a race other than White than the overall state of New Hampshire.

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

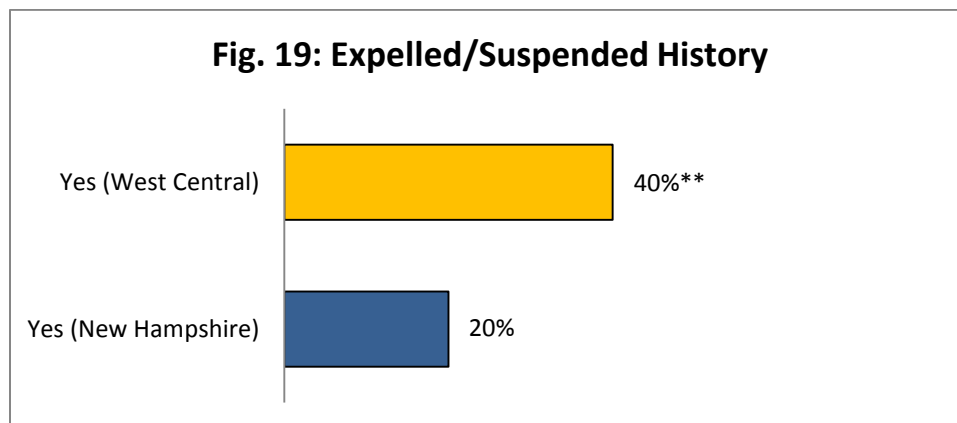
- ♦ 87% indicated they participated with their treatment team in their quarterly review (NH=79%).
- ♦ 74% said they were given a copy of their Individualized Service Plan (ISP) (NH=66%)



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

- ♦ 40% indicated they were expelled or suspended in the last 12 months, which is significantly higher than the state (NH=20%).

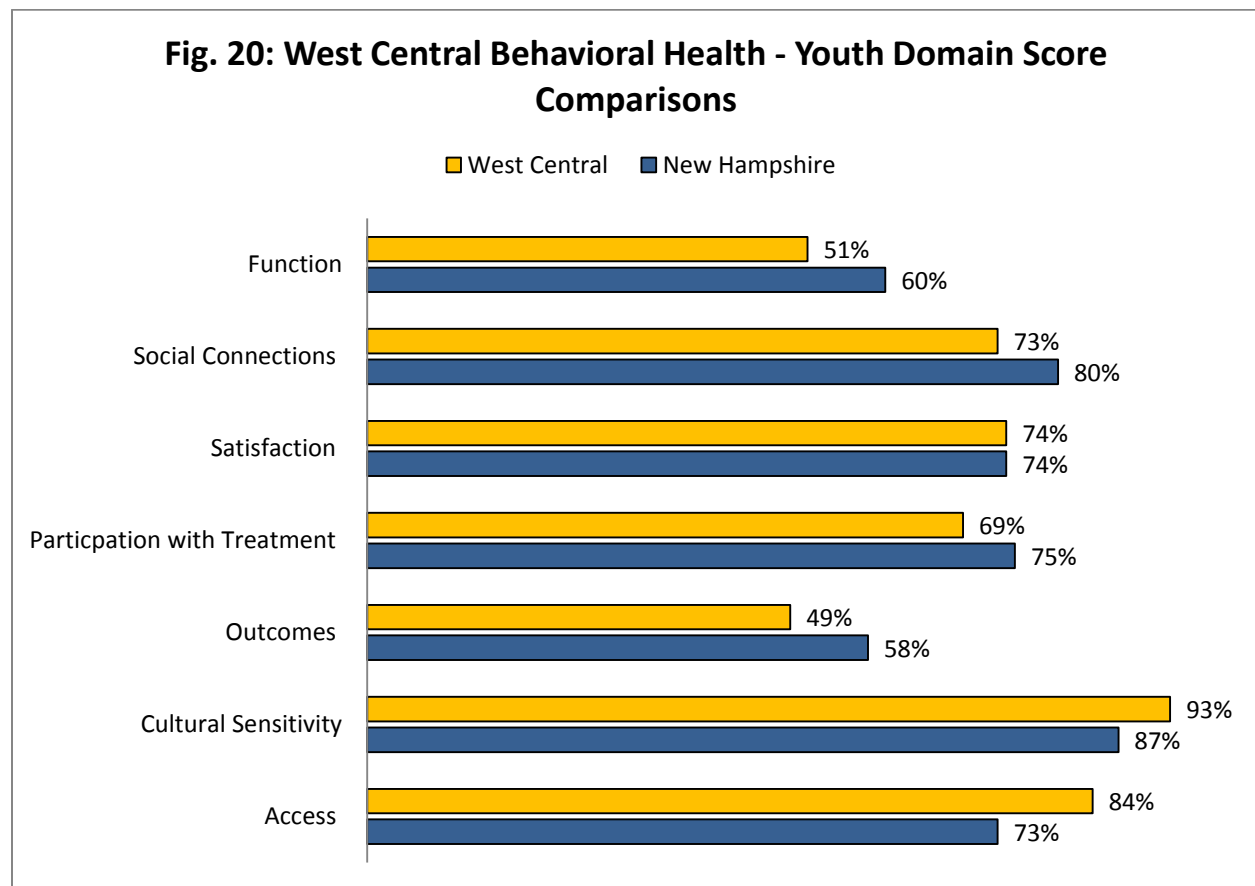


\*\*p<.05 statistically significant, 2-tailed test

## Domain Results

Figure 20 shows the domain scores from West Central as compared to the statewide average of New Hampshire. West Central scored higher on two categories, while scoring lower on four categories. The score for Satisfaction was equal to the statewide average.

- ♦ Function: 51% (NH=60%)
- ♦ Social Connections: 73% (NH=80%)
- ♦ Participation with Treatment: 69% (NH=75%)
- ♦ Outcomes: 49% (NH=58%)
- ♦ Cultural Sensitivity: 93% (NH=87%)
- ♦ Access: 84% (NH=73%)







## **Appendix 1: Statewide Result Tables by Survey Domain**

<b>Questions Included in the General Satisfaction Domain, Percent Respondents Agreeing</b>		<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>
Adult	I like the services that I received here	83%	82%	82%	85%	83%
	If I had other choices, I would still get services from this agency	75%	74%	77%	77%	74%
	I would recommend this agency to a friend or family member	77%	80%	81%	82%	79%
Family	Overall, I am satisfied with the services my child received	83%	80%	82%	78%	80%
	The people helping my child stuck with us no matter what	78%	75%	82%	75%	75%
	I felt my child had someone to talk to when he/she was troubled	79%	78%	81%	77%	78%
	The services my child and/or my family received were right for us	76%	75%	75%	78%	73%
	My family got the help we wanted for my child	75%	70%	75%	76%	75%
	My family got as much help as we needed for my child	70%	63%	70%	71%	64%
Youth	Overall, I am satisfied with the services I received	78%	81%	82%	81%	82%
	The people helping me stuck with us no matter what	78%	75%	79%	81%	78%
	I felt I had someone to talk to when I was troubled	76%	78%	76%	81%	74%
	The services I and/or my family received were right for us	77%	77%	78%	75%	76%
	I got the help I wanted	70%	73%	72%	78%	73%
	I got as much help as I needed	71%	67%	71%	72%	69%

<b>Questions Included in the Access Domain, Percent Respondents Agreeing</b>		<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>
Adult	The location of services was convenient (parking, public transportation, distance, etc.)	77%	79%	80%	84%	82%
	Staff were willing to see me as often as I felt it was necessary	80%	80%	85%	82%	84%
	Staff returned my call within 24 hours	77%	75%	82%	77%	78%
	Services available at times that were good for me	85%	86%	87%	84%	86%
	I was able to get all the services I thought I needed	73%	73%	73%	75%	75%
	I was able to see a psychiatrist when I wanted to	66%	64%	72%	66%	66%

Questions Included in the Access Domain, Percent Respondents Agreeing		2014	2013	2012	2011	2010
Family	The location of services was convenient for us	85%	86%	89%	86%	87%
	Services were available at times that were convenient for us	81%	79%	82%	81%	82%
Youth	The location of services was convenient for me	81%	84%	87%	87%	85%
	Services were available at times that were convenient for me	73%	79%	79%	77%	79%

Questions Included in the Participation in Treatment Domain, Percent Respondents Agreeing		2014	2013	2012	2011	2010
Adult	I felt comfortable asking questions about my treatment and medication	84%	81%	86%	85%	82%
	I, not staff, decided my treatment goals	67%	70%	74%	73%	71%
Family	I helped to choose my child's services	83%	80%	77%	81%	80%
	I helped to choose my child's treatment goals	85%	83%	85%	84%	82%
	I participated in my child's treatment	93%	90%	91%	91%	93%
Youth	I helped to choose my services	66%	65%	61%	66%	61%
	I helped to choose my treatment goals	77%	77%	80%	84%	76%
	I participated in my treatment	88%	86%	82%	82%	86%

Questions Included in the Quality Domain, Percent Respondents Agreeing		2014	2013	2012	2011	2010
Adult	Staff here believe that I can grow, change and recover	77%	76%	80%	84%	79%
	I felt free to complain	76%	74%	77%	78%	76%
	I was given information about my rights	86%	86%	86%	90%	87%
	Staff encouraged me to take responsibility for how I live my life	83%	81%	83%	89%	84%
	Staff told me what side effects to watch out for	72%	70%	76%	74%	70%
	Staff respected my wishes about who is and who is not to be given information about my treatment	88%	87%	89%	89%	85%
	Staff were sensitive to my cultural background (race, religion, language, etc.)	82%	81%	85%	84%	81%
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	74%	77%	78%	79%	76%
	I was encouraged to use consumer-run program (support groups, drop-in centers, crisis phone, etc.)	73%	74%	76%	74%	74%

Questions Included in the Cultural Sensitivity Domain, Percent Respondents Agreeing		2014	2013	2012	2011	2010
Family	Staff treated me with respect	92%	89%	90%	90%	90%
	Staff respected my family's religious/spiritual beliefs	83%	80%	86%	85%	87%
	Staff spoke with me in a way that I understood	95%	95%	95%	94%	93%
	Staff were sensitive to my cultural/ethnic background	80%	76%	85%	87%	85%
Youth	Staff treated me with respect	90%	89%	90%	90%	93%
	Staff respected my family's religious/spiritual beliefs	91%	79%	89%	89%	88%
	Staff spoke with me in a way that I understood	91%	91%	87%	91%	91%
	Staff were sensitive to my cultural/ethnic background	84%	77%	86%	86%	85%

Questions Included in the Social Connections Domain, Percent Respondents Agreeing		2014	2013	2012	2011	2010
Adult	I am happy with the friendships I have	64%	64%	71%	67%	72%
	I have people with whom I can do enjoyable things	69%	69%	72%	77%	72%
	I feel I belong in my community	50%	51%	59%	55%	56%
	In a crisis, I would have the support I need from family or friends	68%	70%	74%	75%	75%
Family	I know people who will listen and understand me when I need to talk	80%	74%	87%	82%	84%
	I have people that I am comfortable talking with about my child's problems	86%	79%	88%	85%	85%
	In a crisis, I would have the support I need from family or friends	79%	78%	82%	80%	83%
	I have people with whom I can do enjoyable things	82%	82%	84%	83%	86%
Youth	I know people who will listen and understand me when I need to talk	80%	80%	85%	82%	85%
	I have people that I am comfortable talking with about my problems	77%	81%	84%	79%	83%
	In a crisis, I would have the support I need from family or friends	83%	84%	87%	84%	86%
	I have people with whom I can do enjoyable things	84%	82%	87%	91%	90%

Questions Included in the Function Domain, Percent Respondents Agreeing		2014	2013	2012	2011	2010
Adult	My symptoms are not bothering me as much	48%	51%	53%	54%	59%
	I do things that are more meaningful to me	62%	61%	62%	64%	68%
	I am better able to take care of my needs	67%	68%	72%	75%	74%
	I am better able to handle things when they go wrong	57%	62%	59%	62%	63%
	I am better able to do things that I want to do	59%	62%	63%	64%	65%
Family	My child is better at handling daily life	62%	60%	64%	73%	63%
	My child gets along better with family members	58%	61%	60%	66%	59%
	My child gets along better with friends and other people	62%	60%	62%	68%	65%
	My child is doing better in school and/or work	60%	58%	65%	70%	62%
	My child is better able to cope when things go wrong	57%	54%	53%	65%	55%
	My child is better able to do things he/she wants to do	62%	61%	66%	72%	64%
Youth	I am better at handling daily life	67%	64%	65%	70%	65%
	I get along better with family members	57%	66%	62%	55%	58%
	I get along better with friends and other people	65%	63%	68%	72%	67%
	I am doing better in school and/or work	59%	62%	61%	64%	58%
	I am better able to cope when things go wrong	65%	59%	61%	63%	59%
	I am better able to do things I want to do	65%	62%	65%	68%	68%

Questions Included in the Outcomes Domain, Percent Respondents Agreeing		2014	2013	2012	2011	2010
Adult	I deal more effectively with daily problems	70%	69%	76%	73%	72%
	I am better able to control my life	66%	64%	69%	75%	70%
	I am better able to deal with crisis	59%	64%	69%	68%	67%
	I am getting along better with my family	60%	64%	64%	67%	68%
	I do better in social situations	51%	54%	56%	57%	55%
	I do better in school and/or work	42%	47%	60%	55%	59%
	My housing situation has improved	53%	55%	62%	54%	59%
	My symptoms are not bothering me as much	48%	51%	53%	54%	59%
Family	My child is better at handling daily life	62%	60%	64%	73%	63%
	My child gets along better with family members	58%	61%	60%	66%	59%
	My child gets along better with friends and other people	62%	60%	62%	68%	65%

Questions Included in the Outcomes Domain, Percent Respondents Agreeing		2014	2013	2012	2011	2010
	My child is doing better in school and/or work	60%	58%	65%	70%	62%
	My child is better able to cope when things go wrong	57%	54%	53%	65%	55%
	I am satisfied with our family life right now	59%	52%	61%	58%	58%
Youth	I am better at handling daily life	67%	64%	65%	70%	65%
	I get along better with family members	57%	66%	62%	55%	58%
	I get along better with friends and other people	65%	63%	68%	72%	67%
	I am doing better in school and/or work	59%	62%	61%	64%	58%
	I am better able to cope when things go wrong	65%	59%	61%	63%	59%
	I am satisfied with my family life right now	58%	59%	63%	57%	63%



## Appendix 2: Adult Services Survey 2014

### ADULT SERVICES SURVEY 2014



In order to provide the best possible mental health services, we need to know what you think about the services you received during the last year or so, the people who provided those services, and the results.

Please indicate your agreement/disagreement with each of the following statements by filling in the circle that best represents your opinion. If the question is about something you have not experienced, fill in the "Does Not Apply" circle (last column) to indicate that this item does not apply to you.

Shade Circles Like This--> ●  
Not Like This--> ○

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
1. I like the services that I received here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. If I had other choices, I would still get services from this agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would recommend this agency to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The location of services was convenient (parking, public transportation, distance, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff were willing to see me as often as I felt it was necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff returned my call in 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Services were available at times that were good for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I was able to get all the services I thought I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I was able to see a psychiatrist when I wanted to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Staff here believe that I can grow, change, and recover.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I felt comfortable asking questions about my treatment and medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I felt free to complain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. I was given information about my rights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff encouraged me to take responsibility for how I live my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff told me what side effects to watch out for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I, not staff, decided my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b><u>As a direct result of the services I received:</u></b>						
21. I deal more effectively with daily problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. I am better able to control my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. I am better able to deal with crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. I am getting along better with my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. I do better in social situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. I do better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. My housing situation has improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. My symptoms are not bothering me as much.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. I do things that are more meaningful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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# ADULT SERVICES SURVEY 2014



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## As a direct result of the services I received:

- |   | Strongly<br>Agree     | Agree                 | Neutral               | Disagree              | Strongly<br>Disagree  | Does<br>Not<br>Apply  |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 30. I am better able to take care of my needs.            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 31. I am better able to handle things when they go wrong. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 32. I am better able to do things that I want to do.      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## For questions 33-36 please answer for relationships with persons other than your mental health provider(s):

- |  |                       |                       |                       |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 33. I am happy with the friendships I have.                              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 34. I have people with whom I can do enjoyable things.                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 35. I feel I belong in my community.                                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 36. In a crisis, I would have the support I need from family or friends. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## For questions 37-44 please answer based on your experience with your community mental health center:

37. Do you participate with your treatment team in your quarterly review? ☐ Yes ☐ No
38. Have you been given a copy of your treatment plan or Individualized Service Plan (ISP)? ☐ Yes ☐ No
39. Has your Community Mental Health Center (CMHC) informed you of your local peer support agency (PSA)? ☐ Yes ☐ No
40. Have you been informed by your CMHC of the availability of Peer-Run Respite as an alternative to psychiatric hospitalization? ☐ Yes ☐ No
41. Are you familiar with Evidence Based Practices? ☐ Yes ☐ No
42. Are you familiar with Assertive Community Treatment (ACT)? ☐ Yes ☐ No
43. Are you familiar with Illness Management and Recovery (IMR)? ☐ Yes ☐ No
44. Are you familiar with Supported Employment? ☐ Yes ☐ No

## Please answer the following:

45. I have received mental health services for more than 1 year. ☐ Yes ☐ No
46. Were you arrested during the last 12 months? ☐ Yes ☐ No
47. Were you arrested during the 12 months prior to that? ☐ Yes ☐ No
48. Over the last 12 months, have your encounters with the police...
- ☐ Been reduced (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)
  - ☐ Stayed the same
  - ☐ Increased
  - ☐ Not applicable (I had no police encounters during the last 12 months)

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Survey continues on page 3.

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ADULT SERVICES SURVEY 2014



**Please provide the following information for statistical purposes:**

49. Are you of Spanish/Hispanic/Latino origin? ☐ Yes ☐ No
50. What is your race? (mark one or more races to indicate what you consider yourself to be)
- ☐ American Indian or Alaska Native
  - ☐ Native Hawaiian or Other Pacific Islander
  - ☐ Asian
  - ☐ White (Caucasian)
  - ☐ Black (African American)
  - ☐ Other (please describe): \_\_\_\_\_

51. Birth Date: \_\_\_\_\_

52. Gender: ☐ Male ☐ Female

53. What is your annual household income for last year?

- ☐ Less than \$15,000
- ☐ \$15,000-\$29,999
- ☐ \$30,000-\$44,999
- ☐ \$45,000-\$59,999
- ☐ \$60,000-\$74,999
- ☐ \$75,000-\$99,999
- ☐ \$100,000 and over

**Thank you for taking the time to answer these questions!**

**If you would like to receive a copy of the final report for the consumer surveys, please go to the following website <http://tinyurl.com/l8twjq5> and enter your email address. You will be contacted when the report is available later this year.**

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## Appendix 3: Family (Child) Services Survey 2014

### CHILD/YOUTH SERVICES SURVEY FOR FAMILIES 2014

Please help our agency make services better by answering some questions about the services your child received OVER THE LAST 6 MONTHS. Your answers are confidential and will not influence the services you or your child receive.

Please indicate your agreement/disagreement with each of the following statements by filling in the circle that best represents your opinion. If the question is about something you have not experienced, fill in the "Does Not Apply" circle (last column) to indicate that this item does not apply to you.

Shade Circles Like This--> ●  
Not Like This--> ○

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
1. Overall, I am satisfied with the services my child received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my child's services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I helped to choose my child's treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The people helping my child stuck with us no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I felt my child had someone to talk to when he/she was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I participated in my child's treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The services my child and/or my family received were right for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The location of services was convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Services were available at times that were convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. My family got the help we wanted for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. My family got as much help as we needed for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff respected my family's religious/spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff were sensitive to my cultural/ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**As a result of the services my child and/or family received:**

16. My child is better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. My child gets along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. My child gets along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. My child is doing better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. My child is better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I am satisfied with our family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. My child is better able to do things he/she wants to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**As a result of the services my child and/or my family received: Please answer for relationships with persons other than your mental health providers(s).**

23. I know people who will listen and understand me when I need to talk.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. I have people that I am comfortable talking with about my child's problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. In a crisis, I would have the support I need from family or friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. I have people with whom I can do enjoyable things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## CHILD/YOUTH SERVICES SURVEY FOR FAMILIES 2014



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*For questions 27-29 please answer based on your experience with your community mental health center:*

27. Do you participate with your child's treatment team in their quarterly review? ☐ Yes ☐ No
28. Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, etc.? ☐ Yes ☐ No
29. Have you been given a copy of your child's treatment plan or Individualized Service Plan (ISP)? ☐ Yes ☐ No

---

30. How long did your child receive services from this Center?

- ☐ Less than 1 month
- ☐ 1-5 months
- ☐ 6 months to 1 year
- ☐ More than 1 year

31. Was your child arrested during the last 12 months? ☐ Yes ☐ No

32. Was your child arrested during the 12 months prior to that? ☐ Yes ☐ No

33. Over the last 12 months, have your child's encounters with the police...

- ☐ Been reduced (for example, they have not been arrested, hassled by police, taken by police to a shelter or crisis program)
- ☐ Stayed the same
- ☐ Increased
- ☐ Not applicable (Your child had no police encounters during the last 12 months)

34. Was your child expelled or suspended during the last 12 months? ☐ Yes ☐ No

35. Was your child expelled or suspended during the 12 months prior to that? ☐ Yes ☐ No

36. Since starting to receive services, the number of days my child was in school is...

- ☐ Greater (skip to question 37)
- ☐ About the same (skip to question 37)
- ☐ Less (skip to question 37)
- ☐ Does not apply (please select why this does not apply in 36a)

36a. ☐ Child did not have a problem with attendance before starting services

- ☐ Child is too young to be in school
- ☐ Child was expelled from school
- ☐ Child is home schooled
- ☐ Child dropped out of school
- ☐ Other (please specify): \_\_\_\_\_

37. If your child is 14 years or older, have your family and CMHC staff started planning for your child's transition to adulthood? ☐ Yes ☐ No ☐ Does not apply because my child is not 14 years or older

Survey continues on page 3.

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CHILD/YOUTH SERVICES SURVEY FOR FAMILIES 2014



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**Please provide the following information for statistical purposes:**

38. Are either of your child's parents of Spanish/Hispanic/Latino origin? ☐ Yes ☐ No
39. What is your child's race? (choose all that apply)
- ☐ American Indian or Alaska Native
  - ☐ Native Hawaiian or Other Pacific Islander
  - ☐ Asian
  - ☐ White (Caucasian)
  - ☐ Black (African American)
  - ☐ Other (please describe): \_\_\_\_\_
- 
40. Child's Birth Date: \_\_\_\_\_
41. Child's gender: ☐ Male ☐ Female
42. What is your annual household income for last year?
- ☐ Less than \$15,000
  - ☐ \$15,000-\$29,999
  - ☐ \$30,000-\$44,999
  - ☐ \$45,000-\$59,999
  - ☐ \$60,000-\$74,999
  - ☐ \$75,000-\$99,999
  - ☐ \$100,000 and over

Thank you for taking the time to answer these questions!

If you would like to receive a copy of the final report for the consumer surveys, please go to the following website <http://tinyurl.com/18twjq5> and enter your email address. You will be contacted when the report is available later this year.

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## Appendix 4: Youth Services Survey 2014

  
  
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**YOUTH SERVICES SURVEY 2014**  
 Please help our agency make services better by answering some questions about the services you received OVER THE LAST 6 MONTHS. Your answers are confidential and will not influence the services you or your family receive.



Please indicate your agreement/disagreement with each of the following statements by filling in the circle that best represents your opinion. If the question is about something you have not experienced, fill in the "Does Not Apply" circle (last column) to indicate that this item does not apply to you.

Shade Circles Like This--> ●  
 Not Like This--> ○

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
1. Overall, I am satisfied with the services I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I helped to choose my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The people helping me stuck with us no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I felt I had someone to talk to when I was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I participated in my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The services I and/or my family received were right for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The location of services was convenient for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Services were available at times that were convenient for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I got the help I wanted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I got as much help as I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff respected my family's religious/spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff were sensitive to my cultural/ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**As a result of the services I and/or my family received:**

16. I am better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I get along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I get along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I am doing better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I am better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I am satisfied with my family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. I am better able to do things I want to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**As a result of the services I and/or my family received: Please answer for relationships with persons other than your mental health provider(s).**

23. I know people who will listen and understand me when I need to talk.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. I have people that I am comfortable talking with about my problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. In a crisis, I would have the support I need from family or friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. I have people with whom I can do enjoyable things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please turn page over to continue on page 2.

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## YOUTH SERVICES SURVEY 2014



*For questions 27-28 please answer based on your experience with your community mental health center:*

27. Do you participate with your treatment team in your quarterly review? ☐ Yes ☐ No
28. Have you been given a copy of your treatment plan or Individualized Service Plan (ISP)? ☐ Yes ☐ No
29. Were you expelled or suspended during the last 12 months? ☐ Yes ☐ No

**Please provide the following information for statistical purposes:**

30. Are either of your parents of Spanish/Hispanic/Latino origin? ☐ Yes ☐ No
31. What is your race? (mark one or more races to indicate what you consider yourself to be)
- ☐ American Indian or Alaska Native
  - ☐ Native Hawaiian or Other Pacific Islander
  - ☐ Asian
  - ☐ White (Caucasian)
  - ☐ Black (African American)
  - ☐ Other (please describe): \_\_\_\_\_
32. Birth Date: \_\_\_\_\_
33. Gender: ☐ Male ☐ Female
34. Are you currently in school? ☐ Yes ☐ No

**Thank you for taking the time to answer these questions!**

**If you would like to receive a copy of the final report for the consumer surveys, please go to the following website <http://tinyurl.com/l8twjq5> and enter your email address. You will be contacted when the report is available later this year.**

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## **Appendix 5: 2014 Survey Cover Letter**



STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF COMMUNITY BASED CARE SERVICES

*BUREAU OF BEHAVIORAL HEALTH*

105 PLEASANT STREET, CONCORD, NH 03301

603-271-5000 1-800-852-3345 Ext. 5000

Fax: 603-271-5058 TDD Access: 1-800-735-2964

Nicholas A. Toumpas  
Commissioner

Diane Langley, Director

Sheri Rockburn, Director

2/20/2014

«ID»

Dear «Consumer\_First\_Name» «Consumer\_Last\_Name»,

I am writing to invite you to participate in the seventh annual Public Mental Health Consumer Survey. Each year consumers are randomly selected to tell us about their experiences with community mental health centers (CMHC). Based on past survey results, the Bureau of Behavioral Health (BBH) provided reports that raise public awareness about New Hampshire's services for those affected by mental illness and serious emotional disturbance. The CMHCs across the state also use the data to improve their planning for future services.

You were chosen at random to participate in this year's survey about the services you have received from «CMHC\_Name». The Social Science Research Center (SSRC) at Old Dominion University will conduct the survey on our behalf. Results of the survey will be collected by the SSRC and will be reported only as grouped data. Your answers will be combined with all other answers and no one person can be identified from the data. Please be sure to read the enclosed Informed Consent sheet. By filling out the survey and returning it, you are allowing your responses to be included.

You can choose not to participate or to answer only some of the questions. A decision not to participate will not affect the services you receive now or may receive in the future. However, we are only asking a limited number of people to participate so your answers are important to us. If you complete and return the survey, you will be entered in a drawing to win one of three (3) \$100 gift cards. If you have any questions, please contact «Staff», at your CMHC, at «Staff\_PH».

The survey data will be summarized in a report which will be available in the fall of 2014. The report will be made available at your CMHC, the Office of Consumer & Family Affairs at BBH, and online at the BBH website. Survey results may also be used in other reports, publications, and presentations, such as to advisory councils and advocacy groups.

We hope you will answer the questions on the survey. We need your help! By taking a few minutes to give us your feedback you will be helping us a great deal. If you have answered this survey in the past, we encourage you to provide us with feedback about your recent experiences by completing this year's survey. After completing the survey, please mail it back in the enclosed envelope. If you need a Spanish version of this survey, please call 1-866-268-4214 to leave a message with your name, address, and telephone number.

Thank you for your help with this important survey.

Sincerely,  
*Geoffrey C. Souther*  
Geoffrey C. Souther  
Interim Bureau Administrator



## **Appendix 6: 2014 Survey Consent Form**

Your choice whether to participate in this survey, or to permit your youth, age 14-17 to participate, is up to you. If you participate in the survey you are giving consent for the responses you provide to be used in reports related to consumers' experiences with community mental health centers. This consent applies to mail and telephone responses. This year, all consumers who complete and return the survey or complete the survey over the telephone will be entered into a drawing for one of three (3) \$100 gift cards.

Your responses will be combined with those of other participants from your community mental health center and all centers across the state. Your responses are confidential and the data is anonymous. Your name is not connected with the data. Only the Social Science Research Center at ODU will know whether you have answered the survey (but NOT BBH or your CMHC).

### **EXCEPTIONS TO CONFIDENTIALITY**

There are two exceptions to the guarantee of anonymity and confidentiality.

1. If there is an implied or direct expression about abuse or neglect of self or others, that must be reported through the proper channels. In that case, the research staff will identify the survey participant from the confidential database and follow the appropriate procedure.
2. If there is an implied or direct expression about harm to self or harm to another that must be reported through the proper channels. In that case, the research staff will identify the survey participant from the confidential data base and follow the appropriate procedure.

### **HOW THE DATA IS USED**

There is no connection between the survey and the services you receive from the mental health center. Your services will not change in any way, whether or not you complete the survey. The responses to the survey are presented as data representing three groups: adults, families, and youth. The data are reported as numbers and percentages.

The survey data is used to improve public community mental health services over time. By conducting an annual survey, the multi-year data can be analyzed for trends that deserve attention, whether positive or otherwise.

The survey research center conducting the survey is located out of state and the survey researchers cannot accommodate personal comments. If individuals wish to submit comments, please send them to the Office of Community and Family Affairs, 105 Pleasant St., Concord, NH 03301 or call 603-271-5138.

### **WHERE THE SURVEY REPORT WILL BE LOCATED**

The reports summarizing the answers of all participants, adults, families, and youth will be made available at your community mental health center, at the Bureau of Behavioral Health's Office of Consumer and Family Affairs, and online at the BBH website.

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